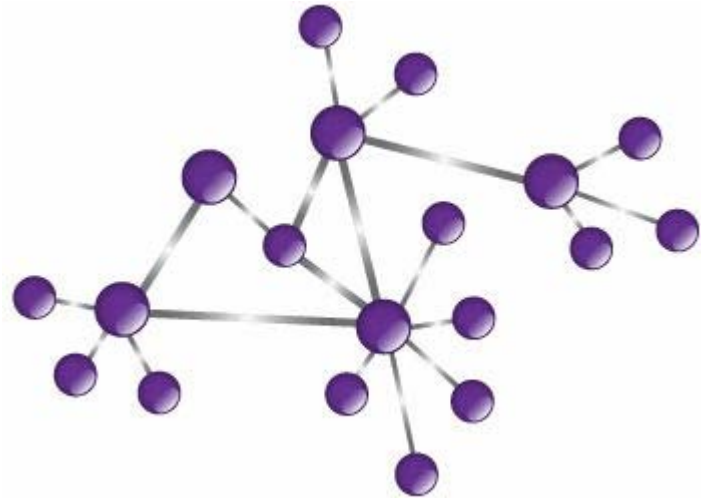
WebEOC®

User Manual

Version 7.4



**“We envision, not several customers using WebEOC,
but a single, homogeneous user community linked through WebEOC....”**

Paul Butler, ESi Acquisition CFO

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Table of Contents

Chapter 1: Introduction to WebEOC 1
Introduction 1
Background 2
Audience and Purpose 3
Time Conventions 4
WebEOC Help 5

Chapter 2: Getting Started 1
Introduction 1
Chapters Overview 2
Self-registration 3
Logging in to WebEOC 6
Control Panel 10

Chapter 3: Boards 1
Introduction 1
Board Views 2
Standard WebEOC Boards 4
General Board Features 9

Chapter 4: Menus 1
Introduction 1
Accessing Menus 2

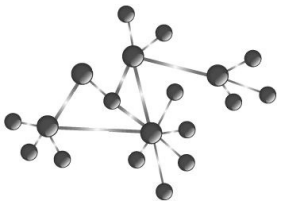
Chapter 5: Tools 1
Introduction 1
Chat 2
Checklists 6
Contacts 12
Messages 23
WebEOC Help 30

Chapter 6: Plugins 1
Introduction 1
CAP Messaging 2
File Library 6
MapTac 10
NWS Weather Alerts 21
Remote Boards 24
Scroller 25

Chapter 7: Links 1
Introduction 1
Links 2

Chapter 8: Pocket PC Support 1
Introduction 1
Supported Operating Systems 2
Using WebEOC on a Pocket PC 3
Available Functionality 4

Chapter 1: Introduction to WebEOC



Introduction

Developed by ESi Acquisition, Inc.,WebEOC® *Professional* is Crisis Information Management Software (CIMS). It was developed over a decade ago to meet the needs of emergency management agencies (EMAs) at the federal, state, and local levels.

Today, WebEOC is not only used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA, but also by corporations, public utilities, universities, and more.

Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, it can be used to manage any and all events, agencies, organizations, etc.

WebEOC includes a default set of boards and plug-ins that enable any agency to begin using it almost immediately. An agency can use any or all of the boards as-is or build an unlimited number of boards and forms tailored to local requirements. Within the context of WebEOC, a board is an electronic display that allows you to transmit and share information in real-time among other WebEOC users. WebEOC boards are the equivalent of large, chronological, or topical paper-based boards that, for years, dominated every EOC and command center around the world.

Although it is highly configurable, ESi has always focused on making WebEOC a tool users would find both easy to learn and easy to remember.

Additional Resources

See the following resources for additional assistance with WebEOC.

- WebEOC online help
- *WebEOC Installation Guide*
- *WebEOC Administrator Manual*
- www.esi911.com

The manuals are provided in PDF format on the WebEOC installation media.

Background

WebEOC was one of the first web-enabled, commercial-off-the-shelf CIMS systems developed for emergency management. As a web-based product, WebEOC ushered in the era of "virtual" EOCs, making it possible to monitor and manage an emergency response from anywhere in the world.

With WebEOC, crisis information is immediately and universally available to authorized users everywhere. It can be configured based on local requirements, while giving agencies and organizations the ability to link to a wide assortment of different systems.

WebEOC can be used during the planning, mitigation, response, and recovery phases of any emergency. It can also be used by agencies and organizations during day-to-day activities to manage routine, non-emergency operations.

WebEOC's design is based on the following tenets of crisis information management systems. CIMS should:

- Be affordable.
- Be user-friendly.
- Be easy to maintain by existing EMA or EOC staff with access to the vendor's technical support.
- Be easy to configure and customize to the conditions of the agency.
- Allow for remote access by authorized users located outside the local area network (LAN).
- Comply with the provisions for the National Incident Management System (NIMS).
- Support users who implement both the Incident Command System (ICS) and Emergency Support Functions (ESF) structure.
- Integrate with other systems such as mapping and other CIMS and telephonic alert notification systems.
- Integrate public health into emergency management.
- Operate within a variety of network configurations.
- Have a wide range of features consistent with the four phases of emergency management.
- Have help desk support on a 24-hour basis.

Audience and Purpose

Audience

People who use WebEOC are classified as either users or administrators. This manual is written for WebEOC users.

People who setup, configure, and customize WebEOC in accordance with an agency's unique needs are WebEOC administrators. WebEOC administrators should refer to the *WebEOC Administrator Manual* supplied with the software.

Purpose

This manual provides you detailed instructions and the knowledge that you will need to operate WebEOC during daily operations or in response to an emergency. Because WebEOC is a tool that can be customized locally based on the unique needs of your organization and provides levels of access that can be tailored to meet the unique needs of individual users and organizations, some of the WebEOC features covered in this manual may not be available to all users. See your WebEOC administrator for questions about a specific capability.

Time Conventions

WebEOC stamps all entries with a time and date. It also tracks and displays who entered the information.

Entries appear in boards in the order in which they are entered into the system. For example, if a telephonic report is received at 10:00 p.m., and it is entered into WebEOC at 10:01 p.m. The system time will be 10:01 p.m.

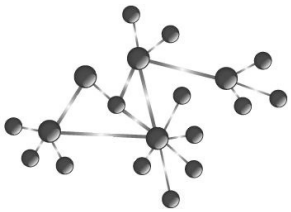
Agencies can determine whether or not to show system times as part of the displayed entry. During setup, administrators can add additional time fields to boards that can be user-modified; these times could represent a time the incident occurred, actual time of receipt, etc. These additional time fields, if used, are separate from the unalterable system time set by the WebEOC administrator. Normally, agencies enter a time of receipt, time of occurrence, etc., in the narrative description.

WebEOC Help

WebEOC Help is available for you to access directly from your *Control Panel* in the *Tools* section. When you select the *WebEOC Help* link, the help file system will open up in another window. From there, you can select any topic or use the index and search feature to search on any topic or word to find the information or instructions you need.

WebEOC 7.4
User Name as Position Name
Log Off
Incident Name
Boards
Menus
Tools
Chat
Checklists
Contacts
Messages
WebEOC Help
Plugins
Links
Contents
Index
Search
Glossary
- Search -
GO
Welcome to the WebEOC Help System
Welcome to the WebEOC Help System
Background
Time Conventions
Getting Started
Boards
Menus
Tools
Plugins
Links
Pocket PC Support
Home > Welcome to the WebEOC Help System > Welcome to the WebEOC Help System
Welcome to the WebEOC Help System
Developed by ESi Acquisition, Inc.,WebEOC® Professional is Crisis Information Management Software (CIMS). It was developed over a decade ago to meet the needs of emergency management agencies (EMAs) at the federal, state, and local levels.
Today, WebEOC is not only used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA, but also by corporations, public utilities, universities, and more.
Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, it can be used to manage any and all events, agencies, organizations, etc.

Chapter 2: Getting Started



Introduction

WebEOC has a simplified and streamlined interface that empowers users to easily log in, create, and manage accounts; access boards to display, enter, and modify information; and track critical tasks and review the latest event information.

The following topics are covered in this chapter.

- Chapters overview
- Self-registration
- Logging in to WebEOC
- *Control Panel*

Chapters Overview

Chapter 3: Boards

Boards are the major feature for sharing and updating information. Chapter 3 covers instructions and tips on how to enter, display, and edit information on a typical board.

Chapter 4: Menus

This chapter provides instructions and examples on using menus and managing ICS and FEMA forms.

Chapter 5: Tools

Tools such as *Chat*, *Contacts*, *Checklists*, and *Messages* all provide users additional capability to communicate internally and externally. Chapter 5 provides a basic overview of these features.

Chapter 6: Plugins

Plug-ins extend WebEOC's capabilities allowing users to additional ways of sharing information. Shared information could be text, maps, files, etc. The basic plug-ins available in WebEOC are: *MapTac*, *File Library*, *CAP*, *National Weather Service Alerts*, *Remote Boards*, and *Scroller*. Additional plug-ins are available depending on what your agency has purchased. See the documentation that accompanies those plug-ins for detailed instructions.

Chapter 7: Links

This chapter provides instructions for accessing internal and external links in WebEOC.

Chapter 8: Pocket PC Support

This chapter provides instructions for users who have a mobile unit with the ability to access a secure site.

Self-registration

The self-registration feature in WebEOC allows first-time users to create their own account using the position name and position access code (PAC) provided by their administrator.

If you occupy multiple EOC positions and self-registration is enabled, you can self-register for each position for which you qualify. After you have completed self-registration, you can log in to your new account.

To complete self-registration, you will need your agency's WebEOC address, the name of the position you will be assigned to, and the position access code (PAC). If your administrator has not given you these items, you will not be able to create a WebEOC user account.

Position Access Codes (PACs)

A PAC is a position-specific code that your administrator generates in WebEOC. The PAC your administrator gives you can only be used for the position you are assigned to. This is an example of a PAC: **R$e9oP5!**.

Accessing WebEOC

You must be able to access WebEOC in order to register for a user account and log in.

The WebEOC site is accessed using a Web browser over your organization's intranet or over the Internet depending on your network's infrastructure. The first time you access WebEOC, you will need to type the address of your WebEOC site into the Address field of your browser. If you do not know the address, contact your WebEOC administrator.

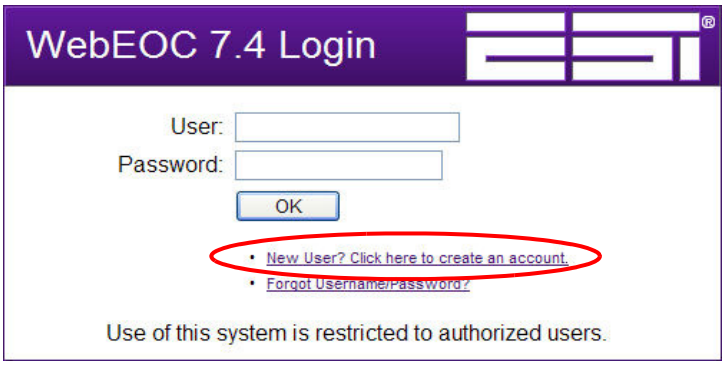
We recommend you create a bookmark or add a shortcut on your desktop for your WebEOC site in order to access the site easily.

Before using Mozilla® Firefox® or Apple® Safari® to access WebEOC, check with your system administrator and confirm compatibility with these browsers.

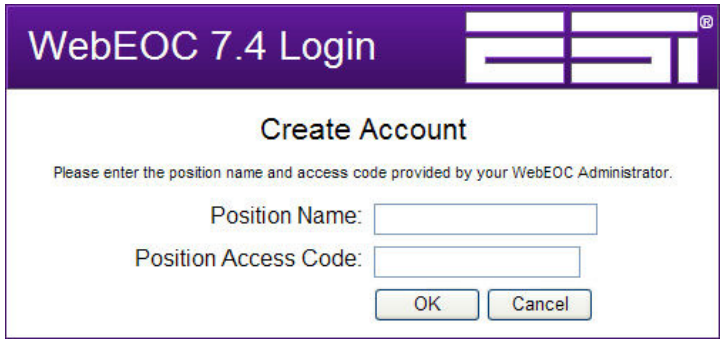
Completing Self-registration

To complete self-registration, follow the steps below.

1. Access your agency's WebEOC site.
2. From the *WebEOC Login* window, select the **New User? Click here to create an account** link.



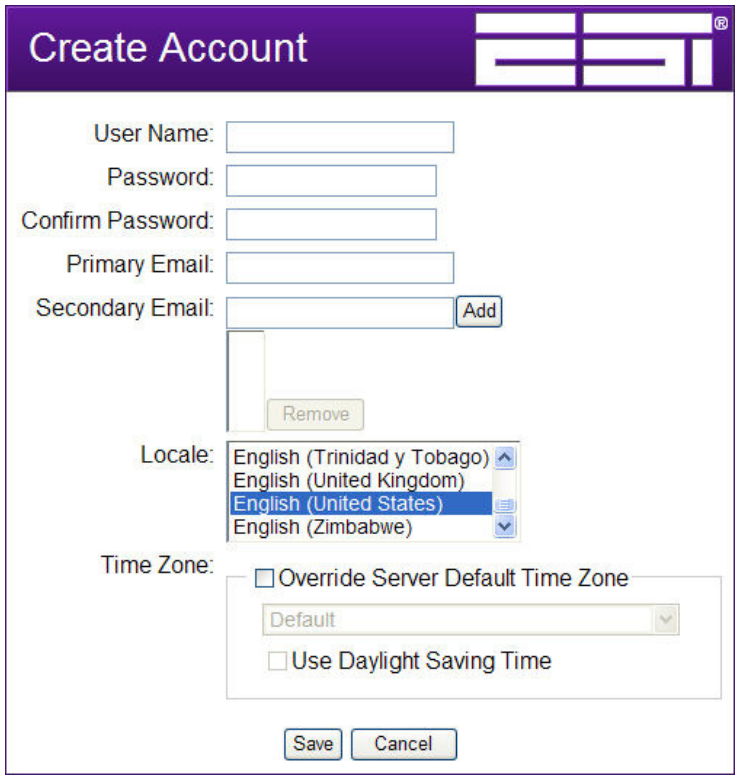
3. When the *Create Account* window appears, enter your **position name** in the *Position Name* field, and enter your **position access code** in the *Position Access Code* field.



Note: The *Position Access Code* is case sensitive. As you enter the *Position Access Code*, it will appear as a series of dots (●●●●●●●●).

4. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

5. In the second *Create Account* window, enter a **user name** for your new account in the *User Name* field.



Note: Your agency may have user name conventions in place (i.e., first initial and last name). Check with your administrator before choosing a user name.

6. Enter a **password** for this account in the *Password* field, and confirm the password in the *Confirm Password* field. The password is case sensitive. As you enter the password, it will appear as a series of dots (●●●●●●●●).

Note: If you reenter your password incorrectly, a warning will appear. WebEOC may require that you enter a stronger password. Contact your WebEOC administrator for assistance.

7. Enter your **primary email** in the *Primary Email* field.

8. Enter any **additional email addresses** in the *Secondary Email* field, and select the **Add** button.

   Note: There is no limit to the number of email addresses you can enter. Repeat step 8 to enter additional email addresses.

9. Select a **language** from the *Language Locales* box. English is selected by default.

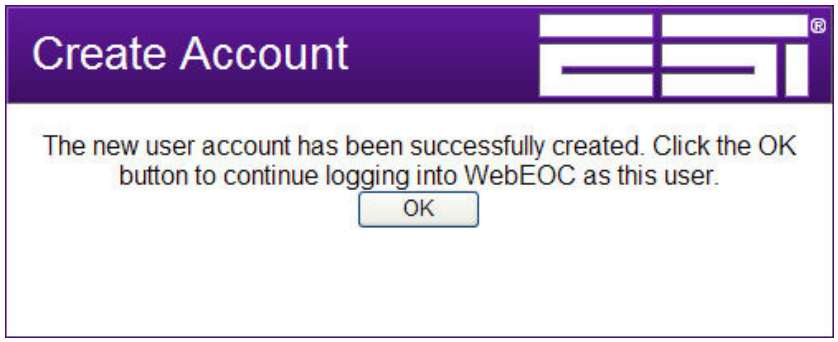
10. The time zone defaults to the setting configured on your WebEOC server. To override this setting, select the *Override Server Default Time Zone* checkbox.

    Note: We do not recommend changing the time zone to conflict with your WebEOC server setting.

11. If you choose to override the time zone configured, select the **Default** drop-down list, and choose a new **time zone**.

12. If you chose a new time zone, select the **Use Daylight Saving Time** checkbox if your agency observes daylight savings time.

13. When you have completed the *Create Account* window, select the **Save** button to save the new account, or select the **Cancel** button to abort the operation. You will return to the *WebEOC Login* window.


Create Account
The new user account has been successfully created. Click the OK button to continue logging into WebEOC as this user.
OK

Note: The new profile will not save until the required fields are complete. Fields that are missing will be identified in red at the top of the *Create Account* window.

Logging in to WebEOC

If you receive an error during the login process, see the "Generic Login Issues" section in this chapter.

To log in to your WebEOC user account, follow the steps below.

1. Access your agency's WebEOC site.

2. In the *WebEOC Login* window, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field. The password is case sensitive.

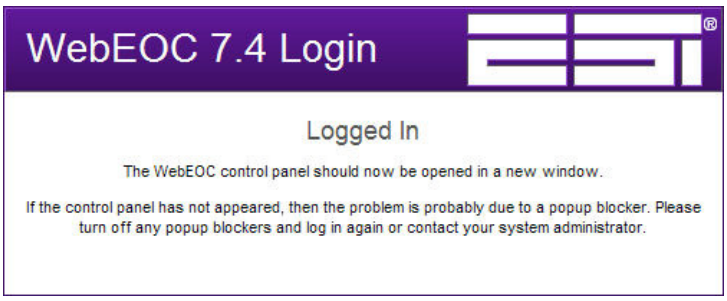
Note: If your agency has set a login policy message, this will appear at the bottom of the *WebEOC Login* window.

3. Select the **OK** button.

4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.

Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation. The *WebEOC Logged In* window will appear, and your *Control Panel* will open in a separate window. In order to reduce the number of windows that you have open at a time, the *Logged In* window can be closed without logging you out of WebEOC.


WebEOC 7.4 Login
Logged In
The WebEOC control panel should now be opened in a new window.
If the control panel has not appeared, then the problem is probably due to a popup blocker. Please turn off any popup blockers and log in again or contact your system administrator.

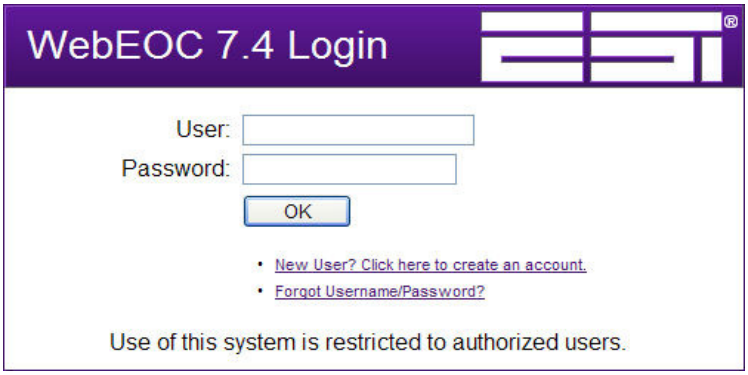
Retrieving Your User Name or Password

This feature may not be enabled in your WebEOC. Contact your WebEOC administrator if you have questions. If you have forgotten your user name or password you can retrieve them using the link on the *WebEOC Login* window.

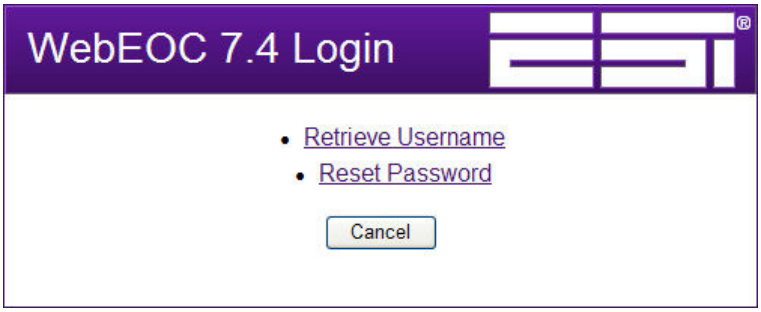
If you do not have an email address entered for your user account, you will not be able to retrieve your user name or password.

To retrieve your user name or reset your password, follow the steps below.

1. In the *WebEOC Login* window, select the **Forgot Username/Password?** link.



2. Select the **Retrieve Username** or **Reset Password** link.



3. If you select the *Reset Password* link, enter your **user name** and **email address** in the fields provided, and select the **Continue** button.

WebEOC 7.4 Login
Reset Password
Enter your WebEOC username and email address below and click the Continue button. WebEOC will send you an email with further instructions on resetting your password.
Username:
Email Address:
Continue
Cancel

Note: If your administrator has enabled "password history," you will not be able to re-use a previous password.

4. A confirmation window will appear and you will receive an email containing a link to reset your password. Select the **OK** button.

5. If you select the *Retrieve Username* link, enter your **email address** in the *Email Address* field, and reenter it in the *Confirm Address* field.

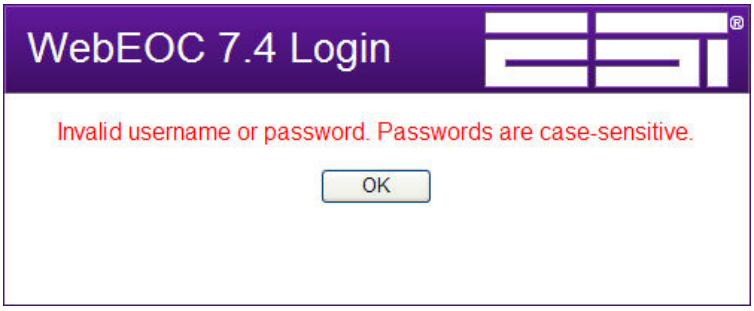
6. Select the **Continue** button. A confirmation window will appear and you will receive an email containing your user name.

7. Select the **OK** button to return to the *Login* window.

Generic Login Issues

Invalid User Name or Password

If you entered your user name or password incorrectly, an invalid password window will appear. Select the **OK** button. Go to the "Logging in to WebEOC" section in this chapter and repeat the steps.



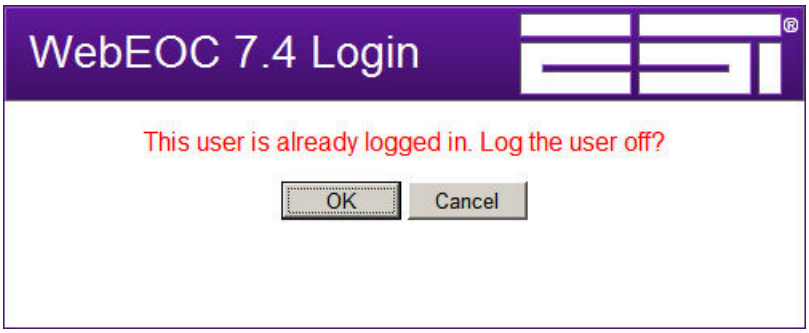
User Account Locked

If you exceed the number of failed login attempts allowed, a *User Account Locked* window will appear. Select the **OK** button, and contact your administrator to unlock your account.

User is Already Logged In

Contact your administrator to review the setup of your account. Login accounts can be configured as either single or multi-user. Multi-user accounts allow more than one user to log in to the same account at any one time. Single-user accounts allow only one person at a time to login to the account.

If your account is setup as a "single-user" account and a user is already logged in, you will be prompted whether or not to log off the other user.



If you select the **OK** button, a message will appear on the bottom of the active user's *Control Panel*. If you decide not to log the user off, select the **Cancel** button.

Control Panel

The *Control Panel* is the information hub of WebEOC. It is organized by *Boards*, *Menus*, *Tools*, *Plugins*, and *Links*. Within each of these sections, the items are listed alphabetically. You will see items on your *Control Panel* based on: what your WebEOC administrator has granted you access; the version of WebEOC; and the plug-ins that were installed.

All WebEOC windows (i.e., *Control Panel*, boards, links, etc.) may be resized and moved to any position on the desktop. You can also open multiple boards and/or multiple copies of a board, plug-in, or link. See *Chapter 3: Boards* for detailed instructions on using boards.

Your user name and position appear at the top of the *Control Panel*. If your user name is highlighted, you can select it to make changes to your user account. Select your position to change the position you are logged in to without logging out of WebEOC

The incident you are currently logged in to also appears at the top of the *Control Panel*. If it is highlighted, you can select it to log in to a different incident without logging out of WebEOC.

The *Log Off* button allows you to log out of WebEOC.

Items in red have new data posted to them. Select the name to open that item. When the board has been opened and the new data has been viewed, the font will reset to black.

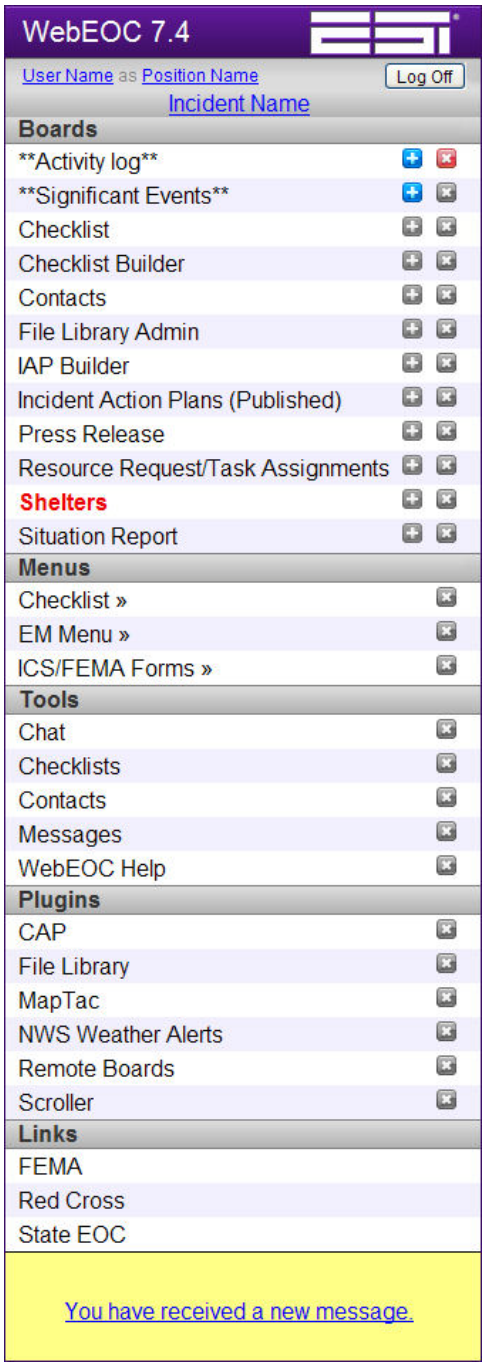
Use the input button to open a data entry window Data entry windows contain tools to manage and post data to a board. Only boards have data entry windows.

Use the close button to close a display. A red close button indicates that the display is open. A grey close button means the display is closed.

The *Admin* link will only appear in your *Tools* section if you have administrator privileges.

Message notifications and alerts will appear at the bottom of the *Control Panel*.

If there are sections on your Control Panel you do not need to view, select the name (*Boards*, *Menus*, *Tools*, *Plugins*, or *Links*) to collapse that section.



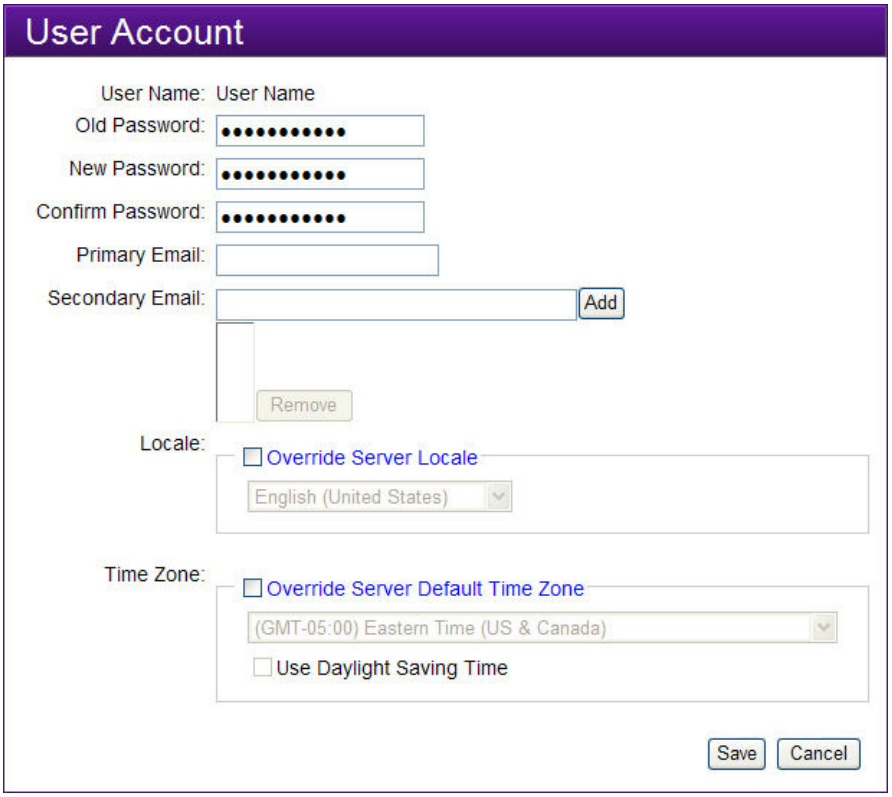
Editing Your User Account

The user name and position on the *Control Panel* will be displayed as static or an active link. If this link is active, you will be able to edit your user account.

To edit your user account, follow the steps below.

1. On the *Control Panel*, select the **user name** link.

2. In the *User Account* window, edit your information. See the "Self-registration" section in this chapter for detailed instructions.



3. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

Editing Your Position and Incident

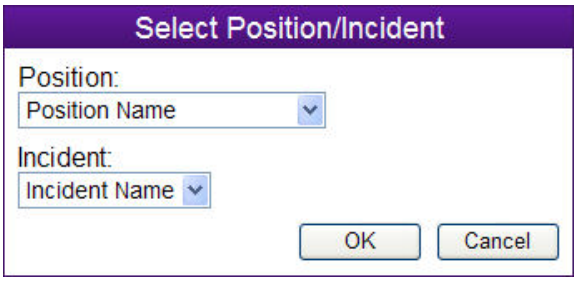
You can edit your position and the incident you are logged in to from the *Control Panel*.

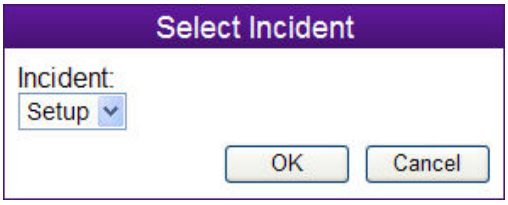
Changing your position assignment or the incident will also change the boards, menus, tools, plug-ins, and links that you will be able to access from the *Control Panel*.

To edit your position or incident, follow the steps below.

1. On the *Control Panel*, select the **Position** link to change your position, or select the **Incident** link to change the incident you are logged in to.

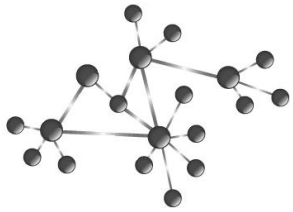
2. Select a new **position** from the *Position* drop-down list, and/or select a new **incident** from the *Incident* drop-down list.





3. Select the **OK** button, or select the **Cancel** button to abort the operation.

Chapter 3: Boards



Introduction

Boards are the heart of WebEOC. They are the mechanism to share and manage real-time event information with authorized users everywhere. In WebEOC, incident information is transmitted and displayed in boards, making the information universally available to all authorized users simultaneously. In the context of Crisis Information Management Systems (CIMS), a WebEOC board is equal to a large, chronological or categorical paper-based status board that dominates EOCs and command centers around the country.

In the "manual" environment, information is typically posted to a status board by "plotters" — people with grease pencils who post updates from forms provided by other emergency responders, who received their updates from counterparts in the field.

With WebEOC, there is no need to cover your walls with grease, dry-erase, or cork boards; maps; etc. In WebEOC, users enter information electronically into boards and everyone logged in to WebEOC sees this information instantly. There is no duplicating of data, no loose paper forms, and no shouting from section to section to share information. WebEOC helps you build reports, request assistance, deploy resources, store documents, map almost anything, and more.

In WebEOC, standard government forms (e.g., ICS, FEMA, Situation Reports, Mission/Task, etc.) used to track emergency response tasks are built as boards to implement your agency's information process flow.

When customers install WebEOC, a standard set of basic boards are available to enable any agency to begin use almost immediately. Your agency may use these boards as is, modify them to meet local requirements, or implement an entirely different board set tailored to your process and method of operation.

The boards available on your *Control Panel* may vary from the boards described in this chapter. If your agency has created boards specific to your needs, see your WebEOC administrator for instructions on using those boards.

The following topics are covered in this chapter.

- Board Views
- Standard WebEOC Boards
- General Board Features
- Board Operations

Board Views

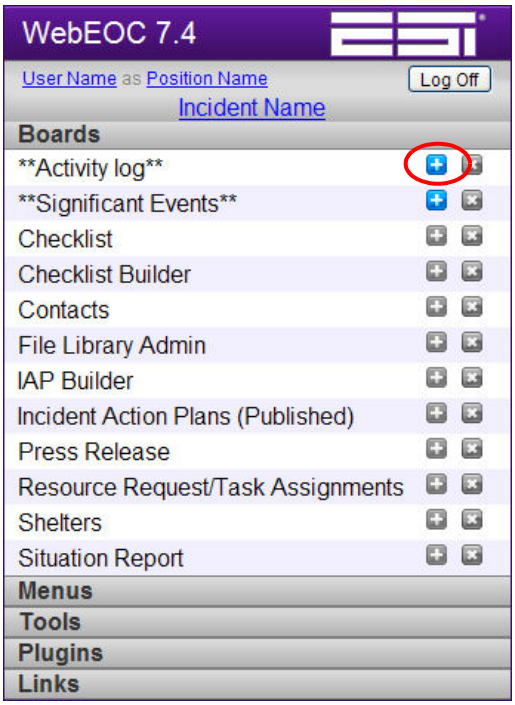
The first things you need to understand about boards is that boards can have multiple views and your administrator determines the access you have to those views.

Your administrator also decides which boards you have access to. You may have access to all of the standard boards, agency-specific boards, completely new boards, or a combination of these.

A view is just another way of looking at the same data. Boards will have at least two views and may have three or more. The typical board views are:

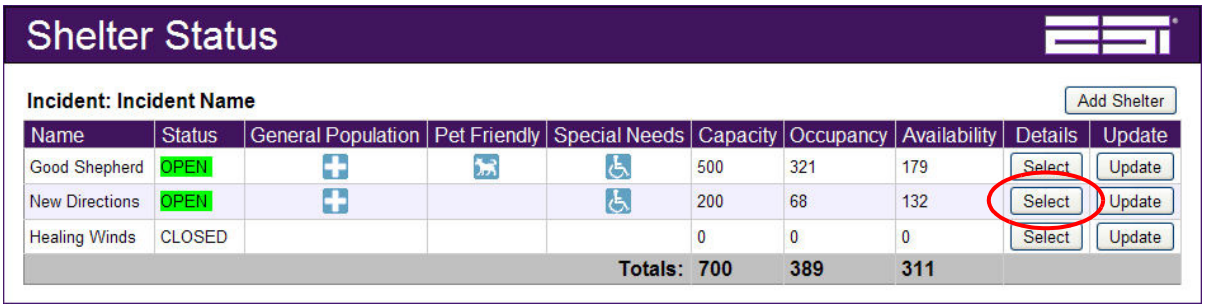
- Input,
- List, and
- Details.

The input view is where you enter new data or update existing data. Some boards have two ways to open the input view of a board: using the input button next to a board on the *Control Panel* or entering the display view of a board and selecting a button that takes you to the input view. Your administrator can decide what this button is labeled. It may be called *Create New Record*, *Add New Record*, *Update Record*, etc. Boards will typically only have the input button **or** the button inside the display view. If the input button is blue, it is enabled. If it is gray, it is disabled. A gray input button means you must enter the board to select the button.



A board may also have a list view. This data is displayed in a list format. This view could contain all of the data for a board, or it may contain a subset of data. List views are very useful during an incident because they allow you to display only data that is immediately necessary. This enables you to focus on the most important data.

An example of a list view is the *Shelters* board. During an incident, you may not need to know if a shelter is pet friendly or Red Cross approved—you just need to know which shelter has the most beds available so you can send victims there. A simplified list view allows you to see the name of the shelter, the status, capacity, occupancy, and available beds. Simplified views typically contain a *Details* buttons. If you want to see detailed information for a record, choose the *Details* button next it. The details view will appear.



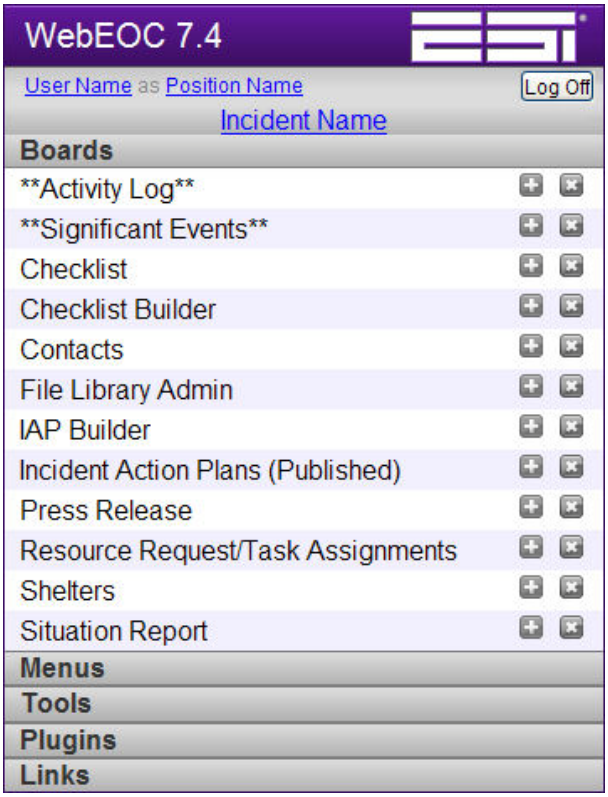
Note: Your administrator may have different settings configured for your boards.

Standard WebEOC Boards

This section provides a brief description of some of the standard boards that are available to track, display, and manage crisis information. The *Control Panel* below shows what the *Boards* section looks like and how boards are arranged. The boards you have access to is determined by your WebEOC administrator. For additional boards and detailed instructions on using boards, see the *WebEOC Standard Boards Guide*.

A few of the most common boards used are listed below and briefly discussed in this section.

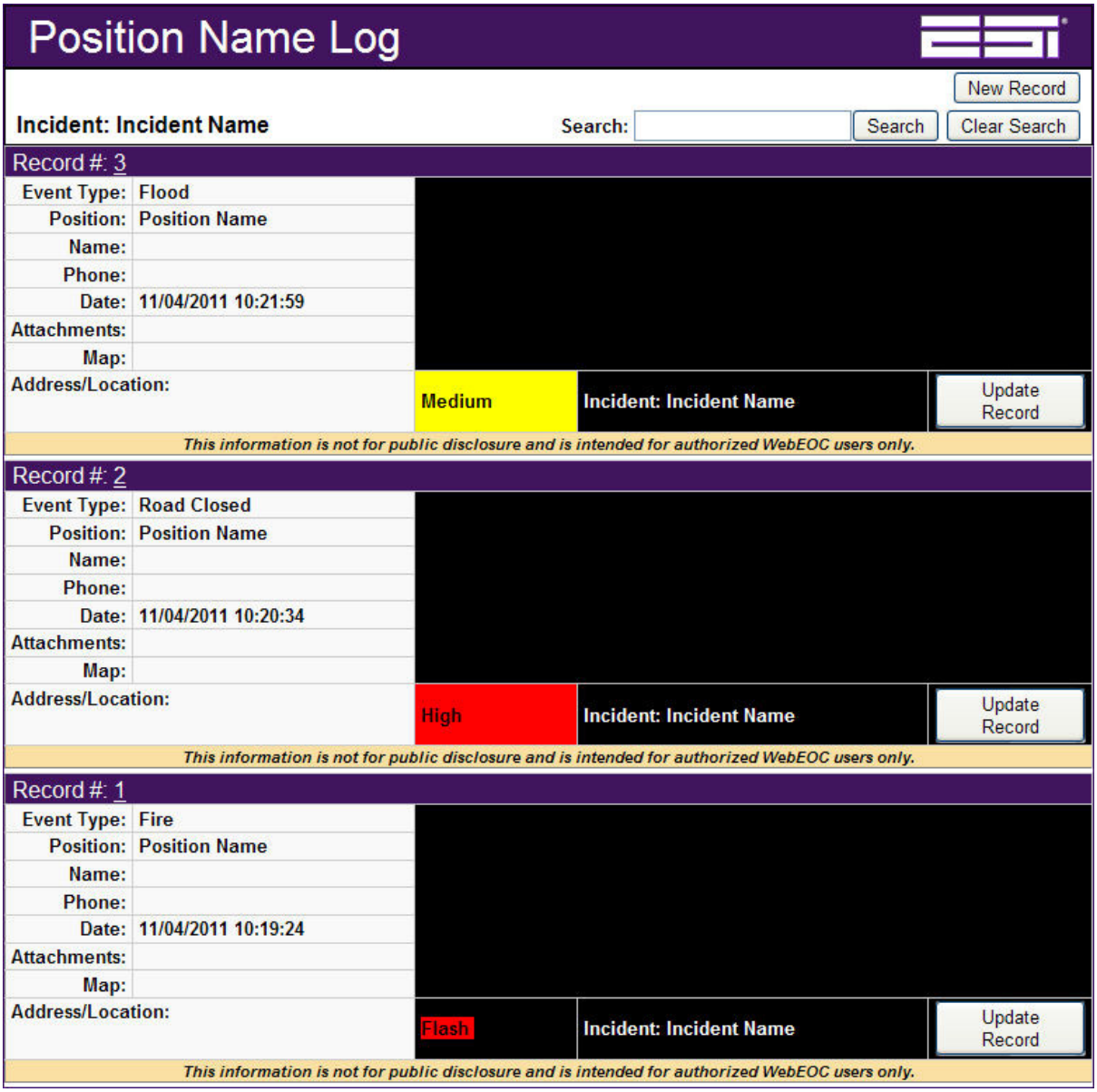
- *Activity Log*
- *Press Release*
- *Shelters*
- *Significant Events*
- *Situation Report*



You may also have FEMA and ICS forms available as boards. These forms are typically used from the *Menus* section. See *Chapter 4: Menus* for detailed instructions on the *Menus* section.

Activity Log

The *Activity Log* allows you to document actions taken by personnel in your position during each shift. This board has the name of the position you are logged in to at the top of the board. It allows agencies to track: event names and details; statuses; contact information, position name, and real name of those reporting; maps of the area; and more.

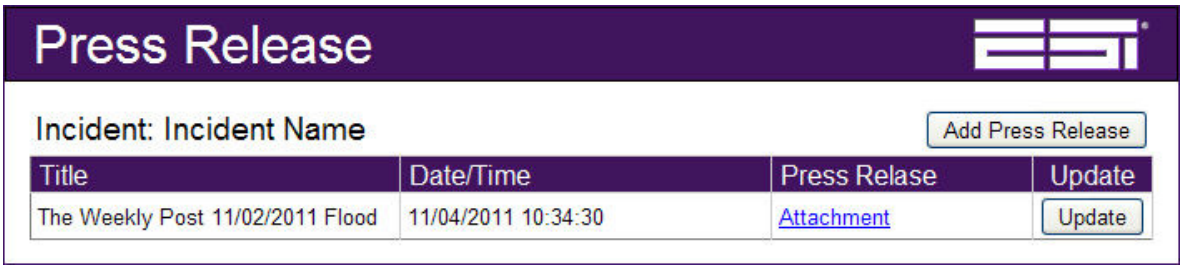


Press Release

Every emergency response involves the media, and almost every emergency response organization has a Public Information Officer (PIO) responsible for the development and release of accurate and complete information regarding the incident.

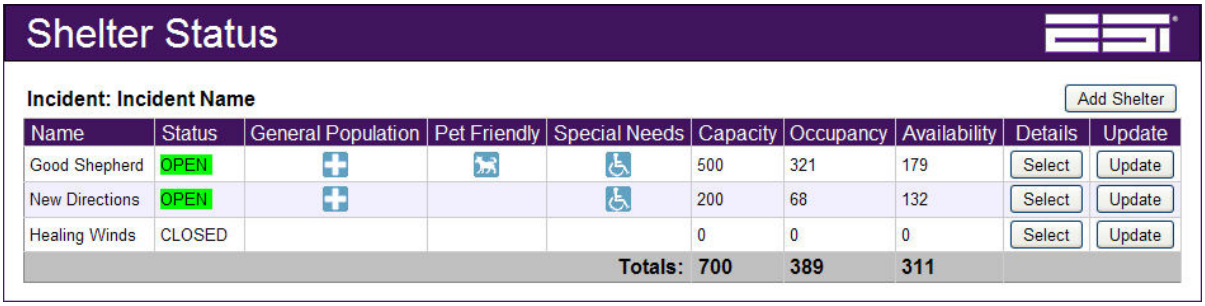
The PIO usually establishes an area for the media that is away from the command post, separate from the EOC, and a safe distance from the incident scene. This area is used to provide news releases, responses to questions or requests, tour information, etc.

WebEOC's *Press Release* board allows you to establish links to a press release file stored internally in WebEOC's database or a file stored externally. It can be used to display press releases in their entirety.



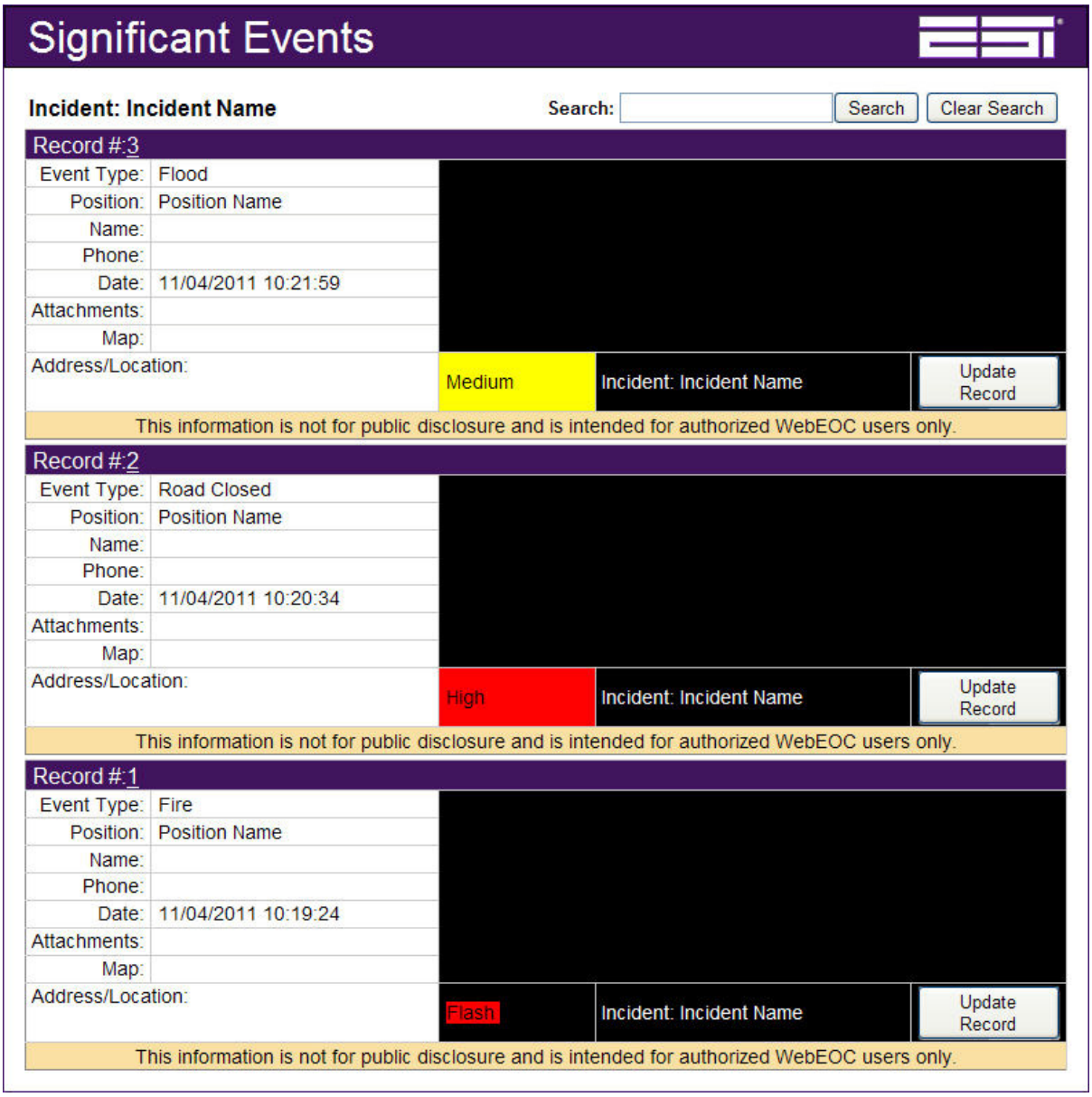
Shelters

Shelter information and status can be tracked in the *Shelters* board. The standard list view displays the shelter's name, status, occupancy, etc. It also indicates if a shelter houses general population, accommodates special needs, or is pet friendly.



Significant Events

The *Significant Events* board is WebEOC's equivalent to your "Event Log" or "Incident Journal." It is used to track events and activities and logs "who did what when."



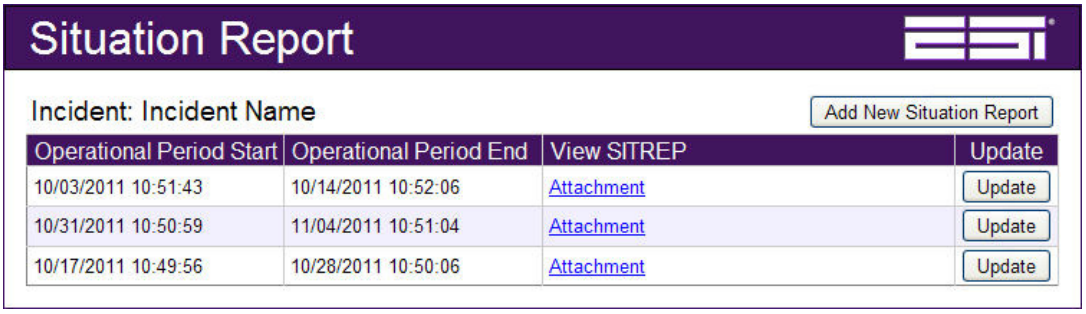
The *Significant Events* board provides real-time chronology of records of the actions taken during an event, from beginning to end. Entries in this board include: reporting authority, event type, date and time of the entry, location, priority level, and a narrative summarizing event information.

Situation Reports (SITREPs)

SITREPs (SITuation REPorts) are typically published *at least* once every 24 hours during an emergency. WebEOC provides a standard format that may be used based on the two common methodologies — Incident Command System (ICS) or Emergency Support Functions (ESF).

Functional elements within the emergency response organization update their portion of the SITREP which then populates a master SITREP. The master SITREP can be viewed online and approved before release.

The *Situation Report* board allows agencies to track published SITREPs and view the published reports.



FEMA and ICS Forms

Depending on what your administrator has configured, you may also see FEMA or ICS forms on your *Control Panel* as boards. If your section uses a particular board often, that form can be added to your *Control Panel*. If your section uses all of the FEMA or ICS forms, these may be available in your *Menus* section. See *Chapter 4: Menus* for detailed instructions on using *Menu* items.

General Board Features

Navigation

Since boards are displayed in windows that can be resized, the number of entries that can be seen at any one time will vary. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. Each board may also be resized to increase or decrease the viewing area. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to navigate.

The left double arrow button returns to the first page; the single left arrow button returns to the previous page; and the right arrow button advances to the next page.

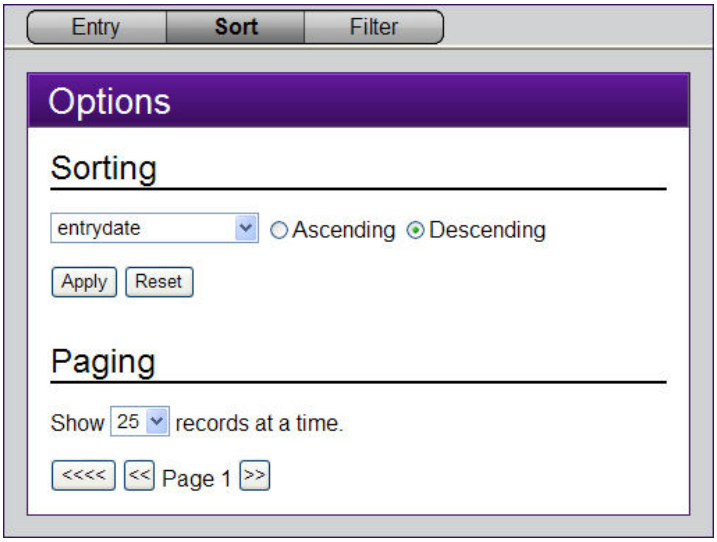
Board Refresh

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board (unless the board is sorted or filtered). To temporarily suspend this refresh process when scrolling through entries on a board, select the *Disable Refresh* checkbox located at the bottom of each board.

Note: New data will not be posted to the display until the *Disable Refresh* checkbox is unchecked.

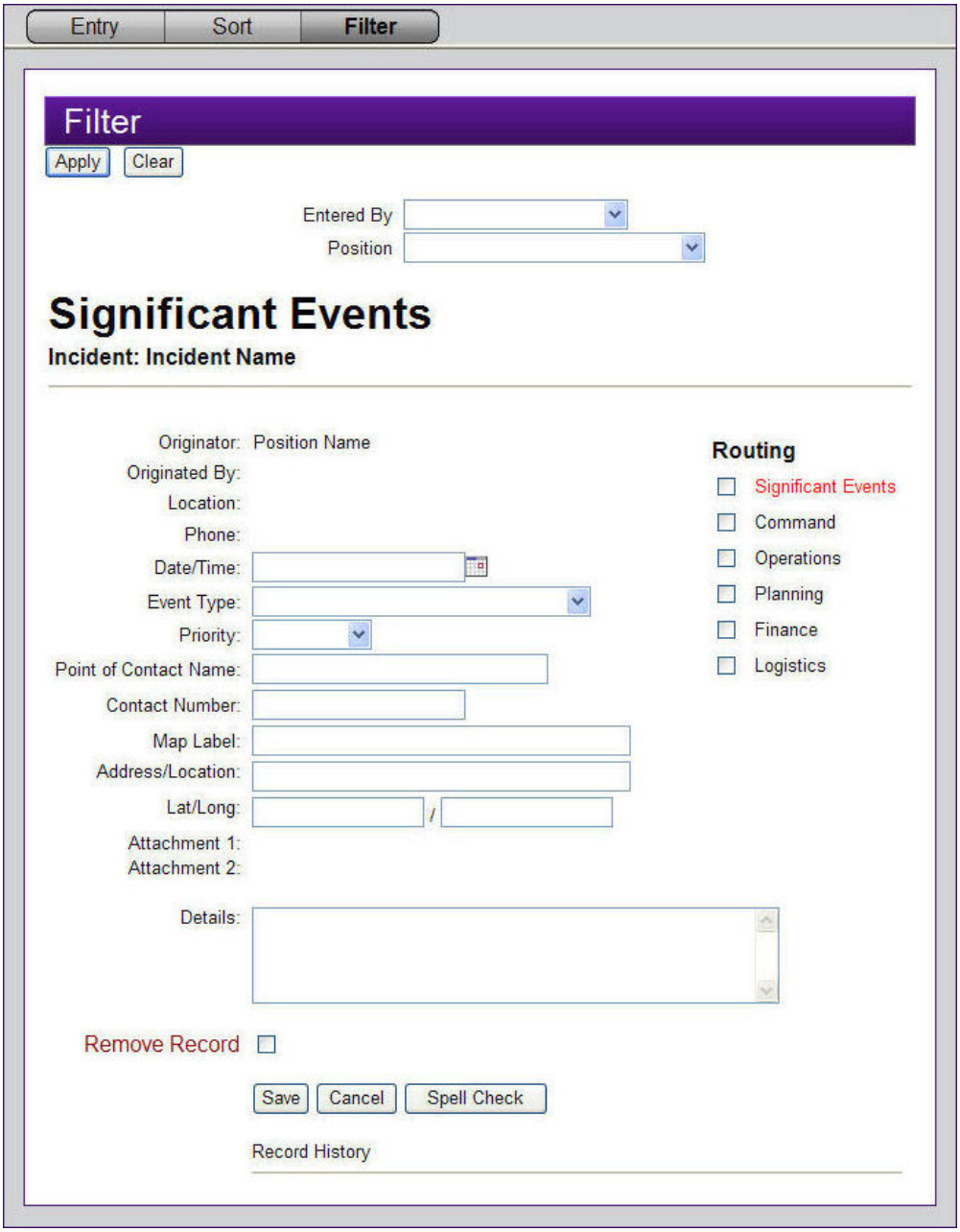
Sorting

Sort Options allow you to order the entries currently displayed in a board according to a particular parameter. The default is by the record's entry date and time listed in descending order. This means that the latest or most recent record of the event or incident will appear at the top of the board and earlier information will appear further down the list. Your data sorting only affects your view; it has no affect on the board views of others.



Filtering

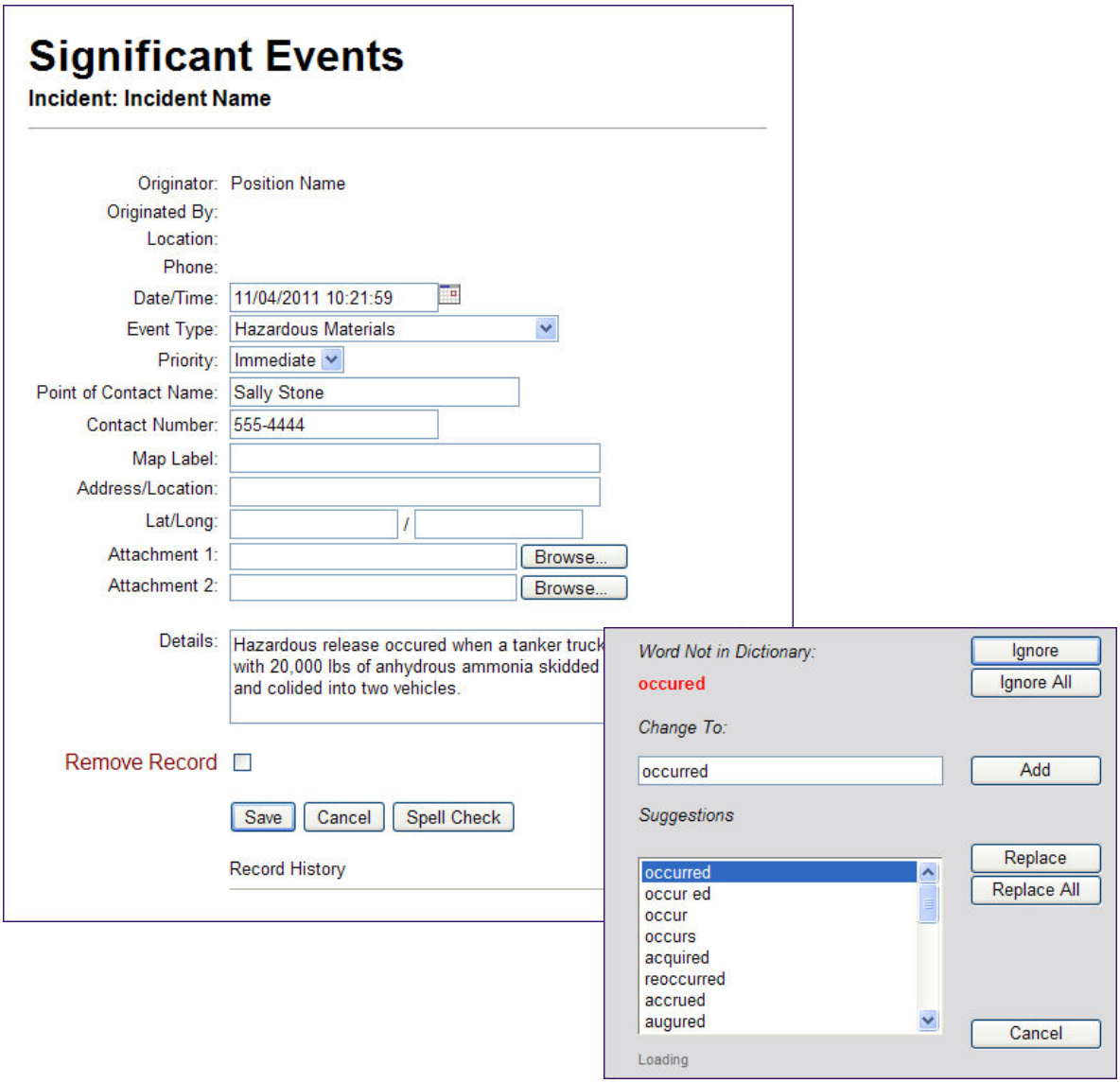
A board can be filtered to display only those records that meet specific criteria. Any combination of criteria can be used to define the filter. The more criteria specified, the fewer entries that will be displayed. Your data filtering only affects your view; it has no affect on the board views of others.



Spell Check

Spell Check is available in all board input views. This feature allows you to spell check text entered into text areas.

In the *New Record* or *Update Record* window, select the **Spell Check** button.



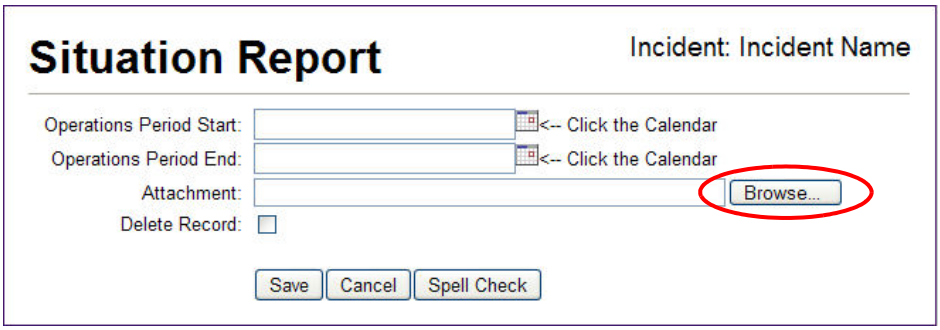
The *Spell Checker* window will appear and display suggested words. Users may ignore the alert, add the word to the dictionary, or manually replace the word by entering the correction in the *Change To:* field.

Adding an Attachment

Sometimes it is necessary to include a map or an additional file to a board. WebEOC allows you to attach a file to a board entry when adding or updating a record. File size limits are controlled by the WebEOC administrator. The attachment feature must be added to a board before using it. This is also the responsibility of your WebEOC administrator.

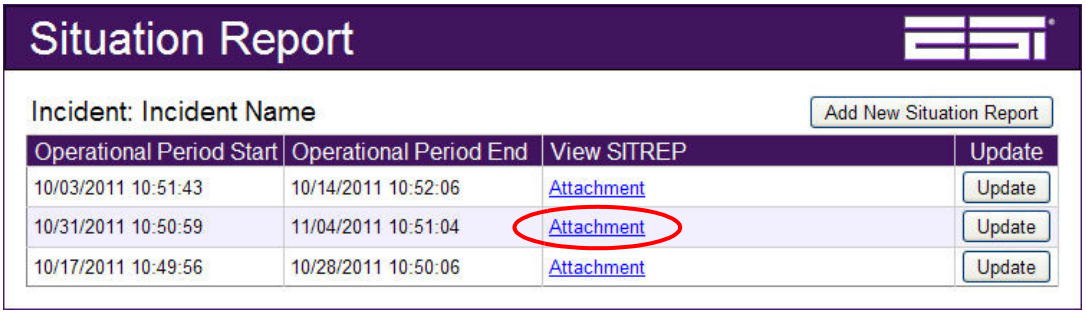
Board attachments are maintained when an entry containing an attachment is data linked from one board to another; however, attachments cannot be dual committed or used with board emails and *Control Panel* notifications.

Select the **Browse** button next to the *Attachment* or *File Name* field.



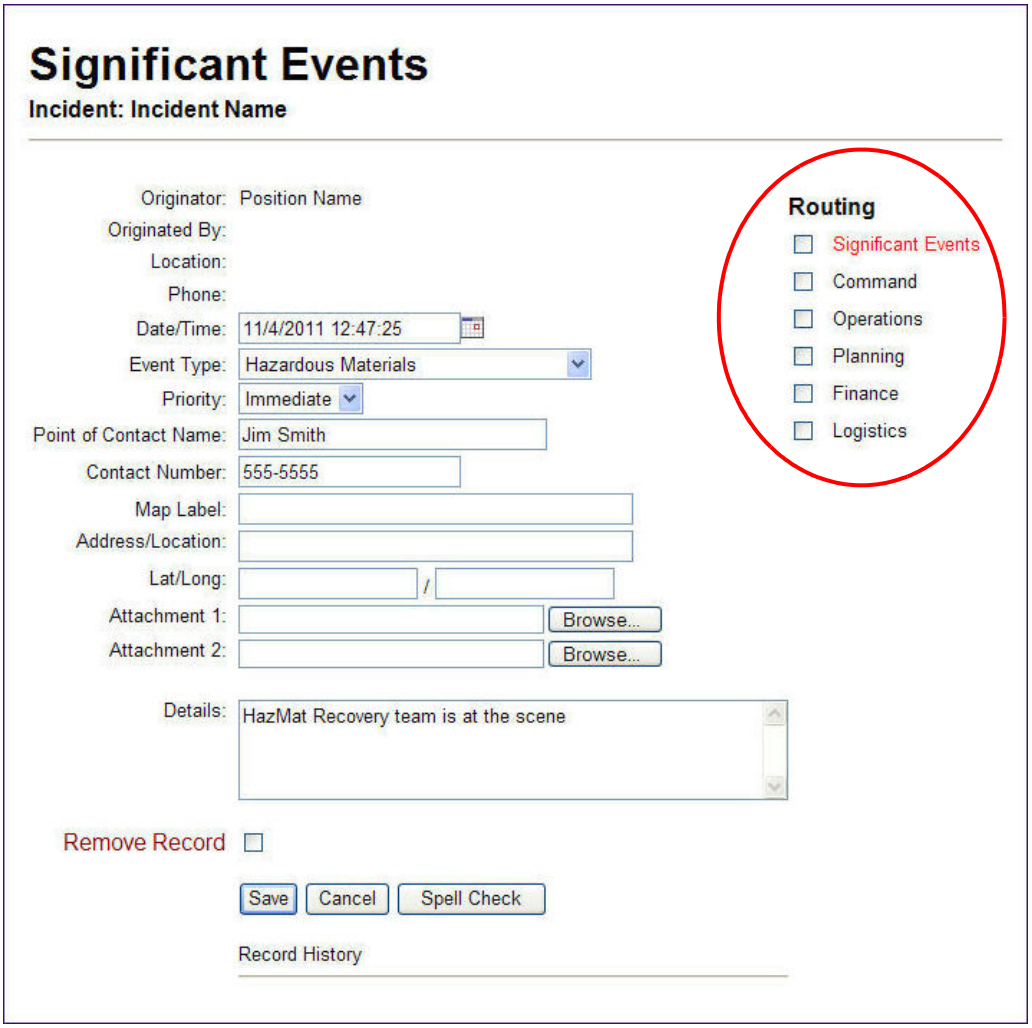
Navigate to the location of the file to be attached, and select the **Open** button. This will return you to the *New Record* window.

You can view or download board attachments directly from the board display. Board attachments are displayed as links (labeled as *Attachment*) in the board. Select the **Attachment** link to open the file.



Data Linking

Using data linking, an entry in one board can be simultaneously posted to another board. Data fields in one board are linked to specified fields in the destination board by the system administrator using utilities in the *Boards* manager. Only boards configured to allow data linking can execute this feature.



Dual Commit

Dual Commit allows information to be posted to a second server. Only boards configured to allow dual commit can execute this feature. This feature allows an organization to:

- Post entries outside their firewall to other agency's boards hosted on an outside server for access by external agencies and/or users via the Internet,
- Share information between agencies having common WebEOC boards, and
- Selectively decide which boards or board entries to dual commit, keeping sensitive information on your agency's WebEOC system.

If you receive an advisory that the incident has not been mapped, contact your WebEOC administrator.

Remote Boards

Remote Boards allow users on one instance of WebEOC to access boards hosted on a different WebEOC system (such as an instance in a neighboring county).

The use of remote boards allows all WebEOC instances to view the same set of data from the same board. Everyone has all the information available to them and a common operational picture is maintained.

If your group permissions allow, you may see a link in the *Plugins* section of *Control Panel* labeled *Remote Boards*. See *Chapter 6: Plugins* for detailed instructions on using remote boards.

Subscription Boards

Subscription boards are boards that are shared between (or among) several WebEOCs over the ESiWebFUSION™ network. A subscription board is published to the ESiWebFUSION server and offered for use to the other WebEOCs connected to the ESiWebFUSION server. WebEOCs that subscribe to the board can (depending on their level of permission) read, read/write, or read/write/delete information on the board. A record is added to a subscribing (local) WebEOC. The record moves from the local copy of the board to the ESiWebFUSION™ server, and is then added to each of the other participating WebEOCs.

On the *Control Panel*, subscription boards are grouped together and displayed in a separate expandable/collapsible section (e.g., “State COGs”) immediately after the group of standard boards. If your system is subscribing to multiple ESiWebFUSION servers, subscription boards will be grouped and labeled per ESiWebFUSION server.

Subscription boards are used in the same way as any standard board on a user’s WebEOC *Control Panel*: users can add/update, view, sort, and filter data as determined by the permissions allowed by the board owner (publisher) and group permissions on the subscribing (local) WebEOC server.

Chapter 4: Menus

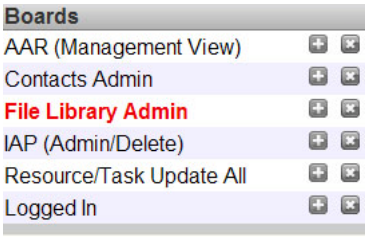
Introduction

Menus give you an easy way to access multiple display boards, plug-ins, links, forms, and other menu items that are grouped under a single link on the *Control Panel*. Menus can also be customized for specific users or positions in order to streamline the Control Panel. Sub-menus can also be created by grouping menus within menus. When you select the menu title, a list of items will open in a new window that is similar in appearance and functionality to the *Control Panel*.

Menu items that are grouped together on the *Control Panel* appear as text with a double-arrow icon to the right. Menu items are accessed by selecting the menu title (which acts as a link). Close a menu by selecting the X button next to the menu title. Once a sub-menu is open, the X will appear in red to confirm the menu is active. If a menu contains a board, the board link on the sub-menu and the link on the *Control Panel* will change to red when new information has been posted to the board.

Accessing Menus

Menus are a convenient way to group the items you used most often to complete tasks. Multiple *Menus* can be created to help you quickly access boards, tools, plug-ins, etc. Menus also keep the *Control Panel* more streamlined. An example of this would be organizing a long list of boards into a single menu item.



For more information on board building, see *Chapter 3: Boards*.

Multiple plug-ins can also be grouped into individual menus to conserve space. For more information on plug-ins, see *Chapter 6: Plugins*.

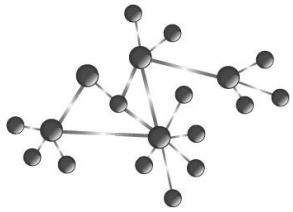
Extensive lists of links to external websites can be streamlined by grouping them into menu items as well. A limitless number of links can be added. For more information on *Links*, see *Chapter 7: Links*.

Long lists of forms can also be collapsed into individual menu items. Long lists of boards can be streamlined in this way as well.

External Web sites can be accessed via the *Links* section on your *Control Panel*. A limitless number of links can be added. To access *Links,* select the **link name** in *Links* section on the *Control Panel*.

The Web site will open in a new window. The links available to you are determined by your administrator.

Chapter 5: Tools



Introduction

Tools are available to enhance your communications between your users and external contacts. When dealing with a crisis, it is helpful to have communication tools to manage event information and tools that allow you to track position tasks.

Chat, *Checklists*, *Contacts*, *Messages,* and *Help* are available in the *Tools* section of your *Control Panel*. You may also see the *Admin* link in your *Tools* section if your administrator has given you administrative privileges.

The tools available to you are determined by your WebEOC administrator.

The following topics will be covered in this chapter.

- *Chat*
- *Checklists*
- *Contacts*
- *Messages*
- *WebEOC Help*

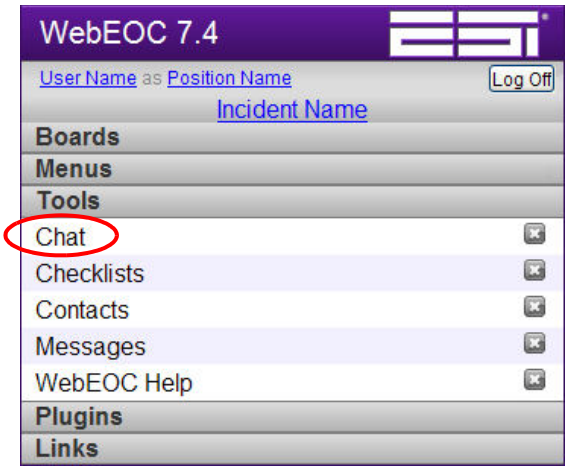
Chat

Chat allows WebEOC users to create chat rooms and conduct online conversations in real time. User permissions can be granted to edit chat rooms (creating and deleting) or can be limited to just participating (sending and receiving messages) in existing chat rooms.

Adding a Chat Room

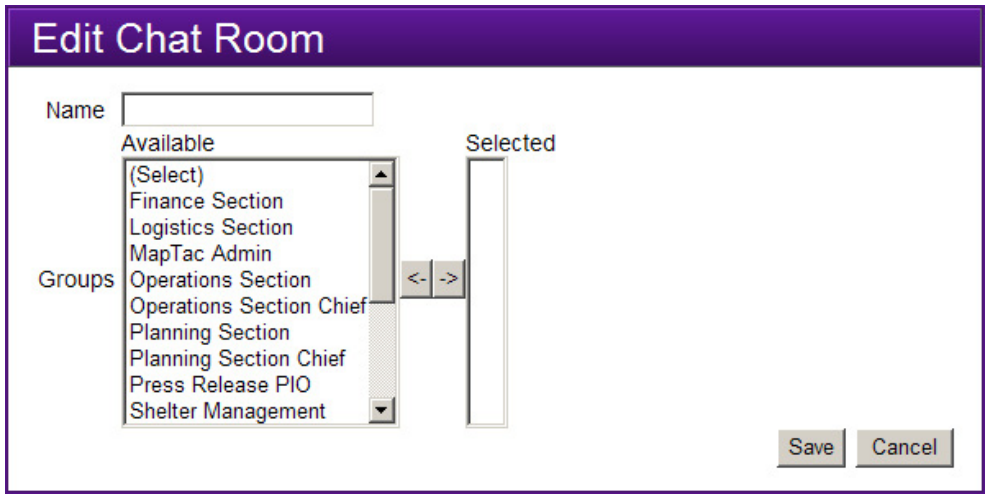
To add a chat room, follow the steps below.

1. Select **Chat** from the *Tools* section on the *Control Panel*.



2. In the *Chat Room List* window, select the **Add Chat Room** button.

3. Enter a **name** in the *Name* text box.



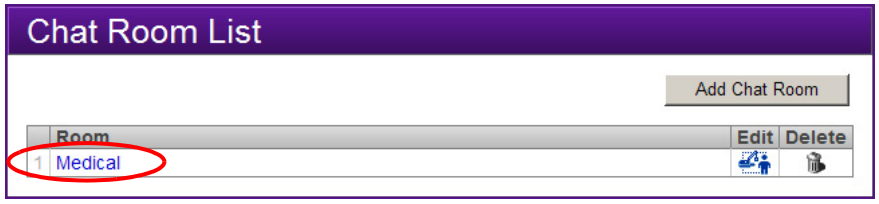
4. Select the **group** of users that will have access to the chat room from the *Available* section, and select the **right arrow button** to move the group to the *Selected* section. Select multiple groups by holding down the *Ctrl* key.

5. Select the **Save** button to add the chat room, or select the **Cancel** button to abort the operation.

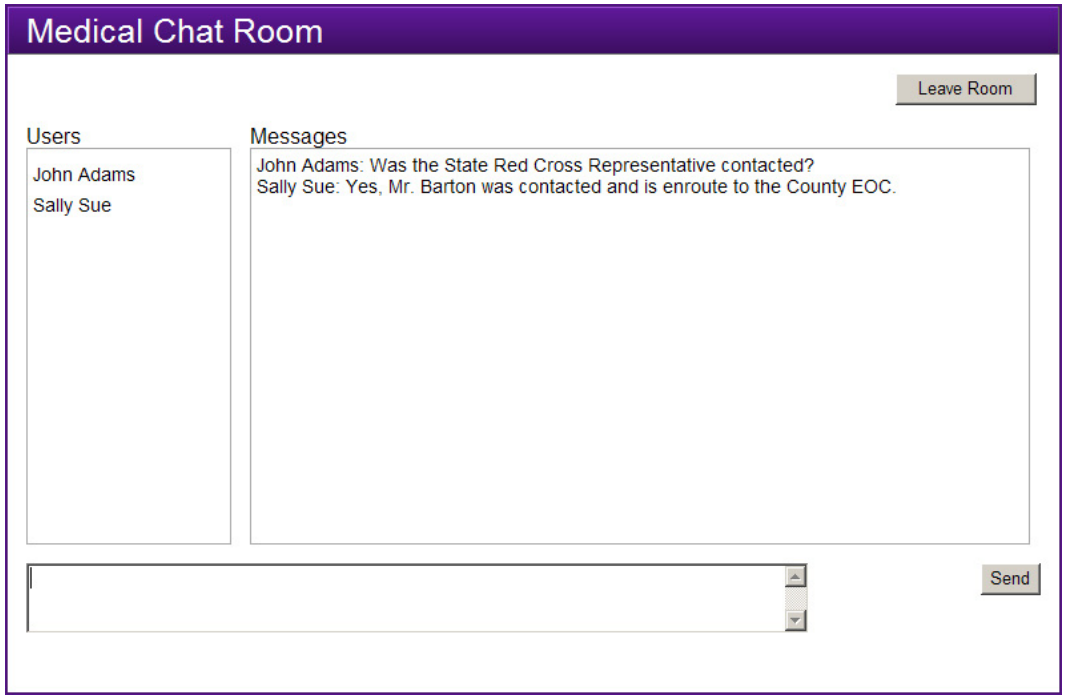
Using Chat

To use the chat plug-in, follow the steps below.

1. In the *Chat Room List* window, select the **name** of the *Chat Room*.



2. In the *Chat Room* window, enter your message in the **textbox**, and select the **Send** button. Your messages and other participant's messages will be posted in the *Messages* pane.

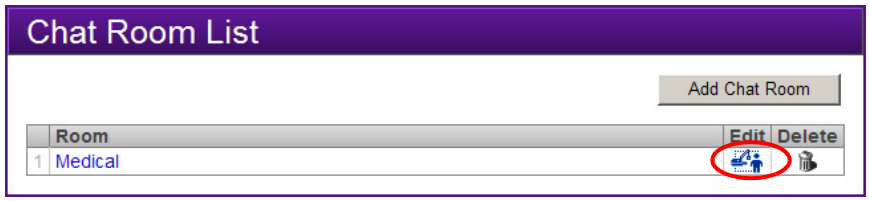


3. Select the **Leave Room** button to exit *Chat*. When you exit and re-enter the chat room the messages will be gone. If you remain in the chat room the messages and the replies from all the users will remain posted.

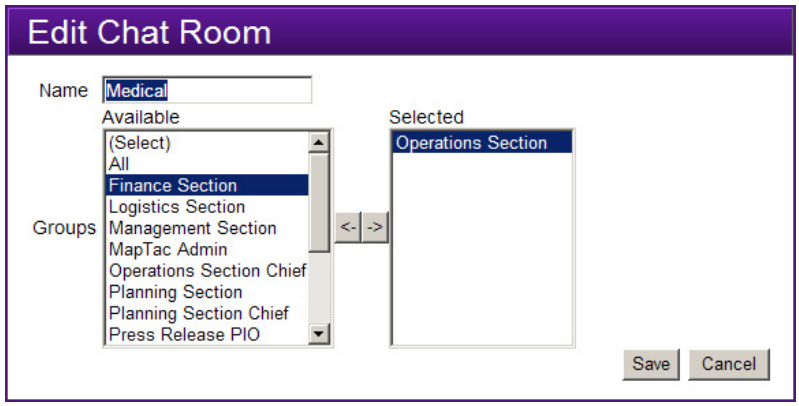
Editing a Chat Room

To edit a chat room, follow the steps below.

1. In the *Chat Room List* window, select the **Edit** icon.



2. In the *Edit Chat Room* window, change the **name** in the *Name* field. (optional)



3. In the *Available* section, select the **group** of users that will have access to the chat room. Select multiple groups by holding down the *Ctrl* key.

4. Select the **right arrow button** to move the group or groups to the *Assigned* section.

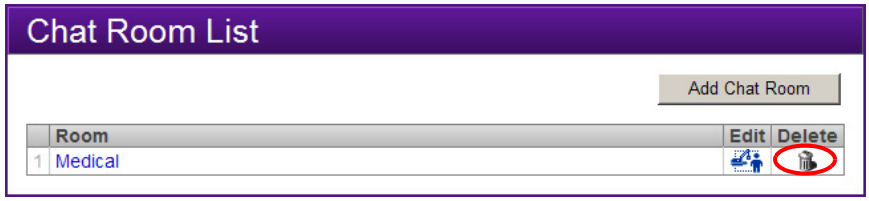
5. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

Deleting a Chat Room

You can only delete a chat room if you are a WebEOC administrator or the have the proper permissions (view/edit permissions) to the *Chat* plug-in.

To delete a chat room, follow the steps below.

1. In the *Chat Room List* window, select the **Delete** icon.



2. Select the **OK** button to delete the chat room, or select the **Cancel** button to abort the operation.

Checklists

The *Checklists* plug-in allows your organization to automate procedures and checklists. Steps in a checklist can be identified as a main numbered step, or a sub-step marked with a letter/number, that can be checked off with different statuses: Open, Complete, Previously Accomplished, or Not Applicable. If this functionality is not desired, steps can simply be marked as Completed. Users can add remarks to any step and have the option of viewing or hiding the remarks. *Checklists* are incident specific. This means a checklist (e.g., Bomb Threat) used in one incident can also be used simultaneously and independently in other incidents, but information associated with each incident is stored with the associated incident when archived.

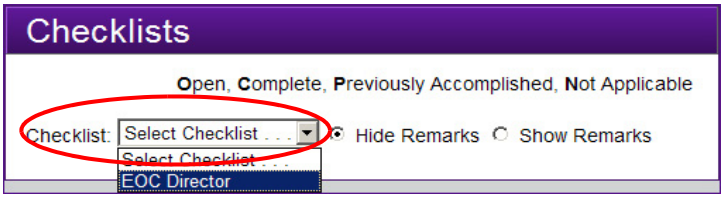
Administrators can create checklists and assign a due time for a step. When a step has not been completed and the due time is exceeded, the status indicator field for the step or sub-step turns red. The due time is based on the time entered in the checklist by the administrator when an incident is created. For example, if a new incident is created by the administrator at 11:30, then a task due in 30 minutes will show overdue at 12:01 for that incident.

Accessing Checklists

To access *Checklists*, follow the steps below.

1. Select **Checklists** in the *Tools* section on the *Control Panel*.

2. In the *Checklists* window, select the **drop-down** list for the checklist you need.



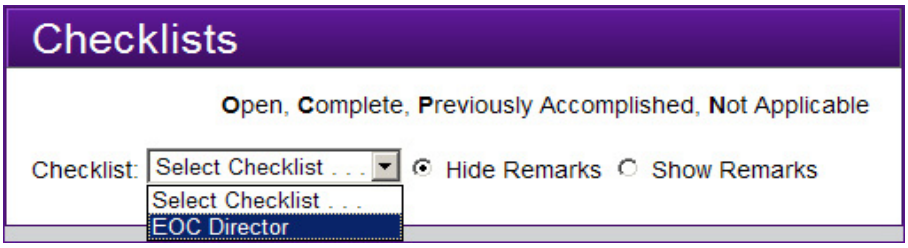
Note: If you are logged in to a specific incident, the checklists applicable to that incident will appear. If you are logged into a master view, an *Incident* drop-down list will appear. The incident selected from the drop-down list determines the incident with which the checklist data will be archived.

Setting the Status for Steps

There are several options available to show the status of a step or a sub-step in your checklist. This section will explain how to use the available status options and explain the relationship of the sub-steps to steps.

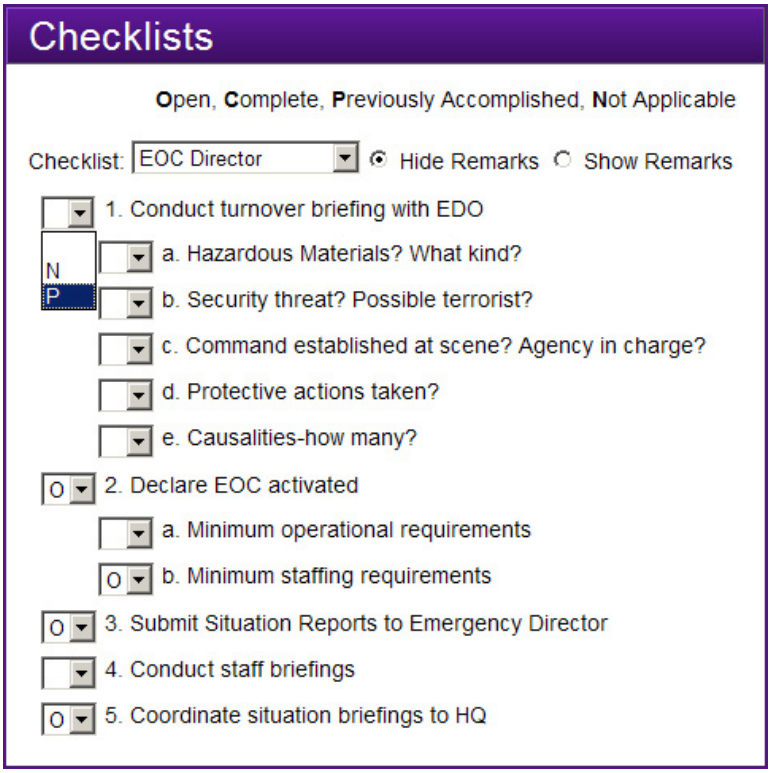
To set the status of a step or a sub-step, follow the steps below.

1. In the *Checklists* window, select the **drop-down** list for the checklist you need.



Note: If you are logged in to a specific incident, the checklists applicable to that incident will appear. If you are logged into a master view, an *Incident* drop-down list will appear. The incident selected from the drop-down list determines the incident with which the checklist data will be archived.

2. In the *Checklists* window, select the **drop-down** list for the step, and select one of following options.
   a. **Blank**: Not started
   b. **C**: Complete
   c. **N**: Not Applicable
   d. **O**: Open
   e. **P**: Previously Accomplished



Blank Status

A step status set to *Blank* will set the status for all its sub-steps to *Blank*.

Not Applicable Status

A step status set to **N** will set the status for all its sub-steps to not applicable, and if all sub-steps are set to **N** the step status will automatically be set to **N** as well.

Previously Accomplished

A step status set to **P** will set the status of all its sub-steps to previously accomplished, and if all sub-steps are set to **P**, the step status will automatically be set to **P**.

Complete

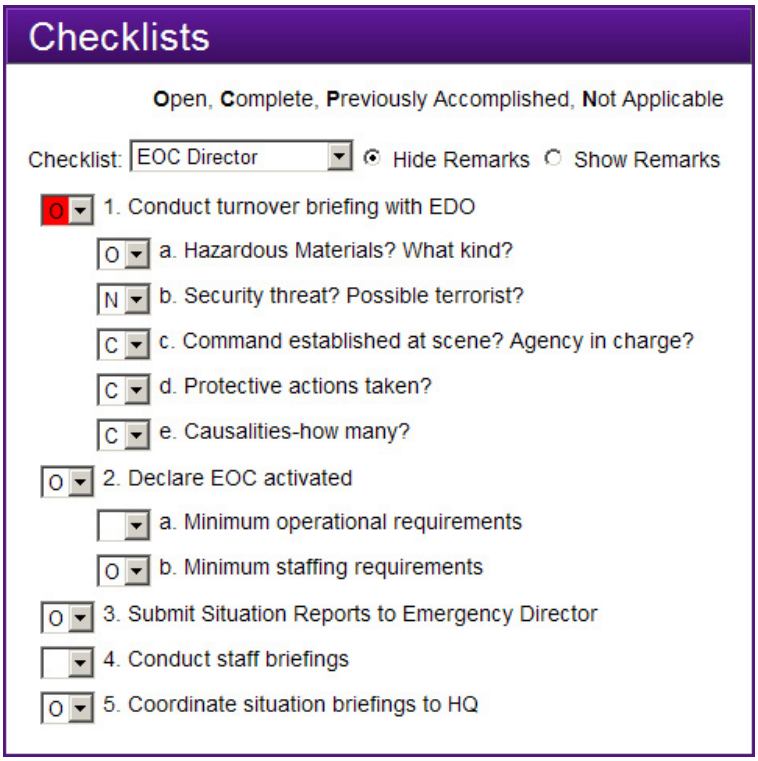
A step is complete when the status for each sub-step is set to **C** (Complete), **N** (Not Applicable), or **P** (Previously Accomplished). You cannot select **C** or **O** for a step that has any sub-step that is open or blank.

Open

Sub-tasks with a status of **C**, **O**, **N**, or **P** will set the primary task status to **O**. If all sub-tasks are blank, such as when first starting a checklist, the primary task will also be blank.

Time Expired

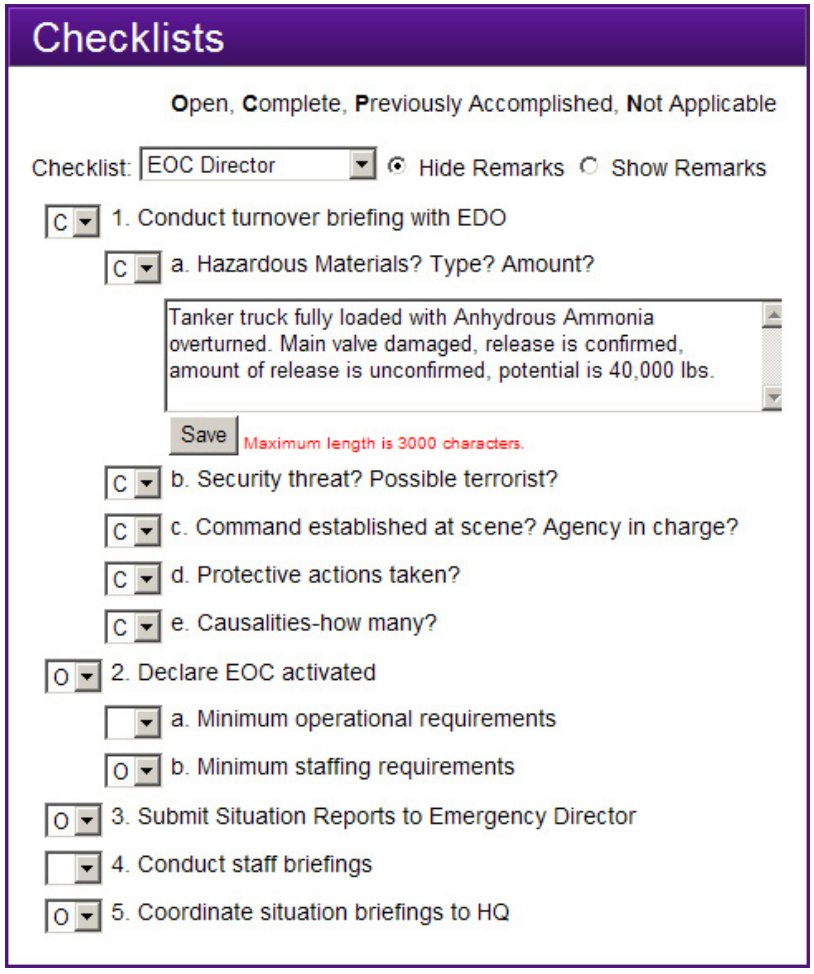
Steps may have a due time associated with them. The time is based on the Incident date/time. If a step is Blank or Open (in-progress) and the time for completion (due time) has been exceeded, the background color of the status field will display in red. The expiration status for the step will change to **C**, when all the sub-steps are set to either a **C**, **N**, or **P**.


Checklists
Open, Complete, Previously Accomplished, Not Applicable
Checklist: EOC Director
Hide Remarks
Show Remarks
O 1. Conduct turnover briefing with EDO
O a. Hazardous Materials? What kind?
N b. Security threat? Possible terrorist?
C c. Command established at scene? Agency in charge?
C d. Protective actions taken?
C e. Causalities-how many?
O 2. Declare EOC activated
a. Minimum operational requirements
O b. Minimum staffing requirements
O 3. Submit Situation Reports to Emergency Director
4. Conduct staff briefings
O 5. Coordinate situation briefings to HQ

Adding or Editing Remarks

To add or edit a remark to any step or sub-step in a checklist, follow the steps below.

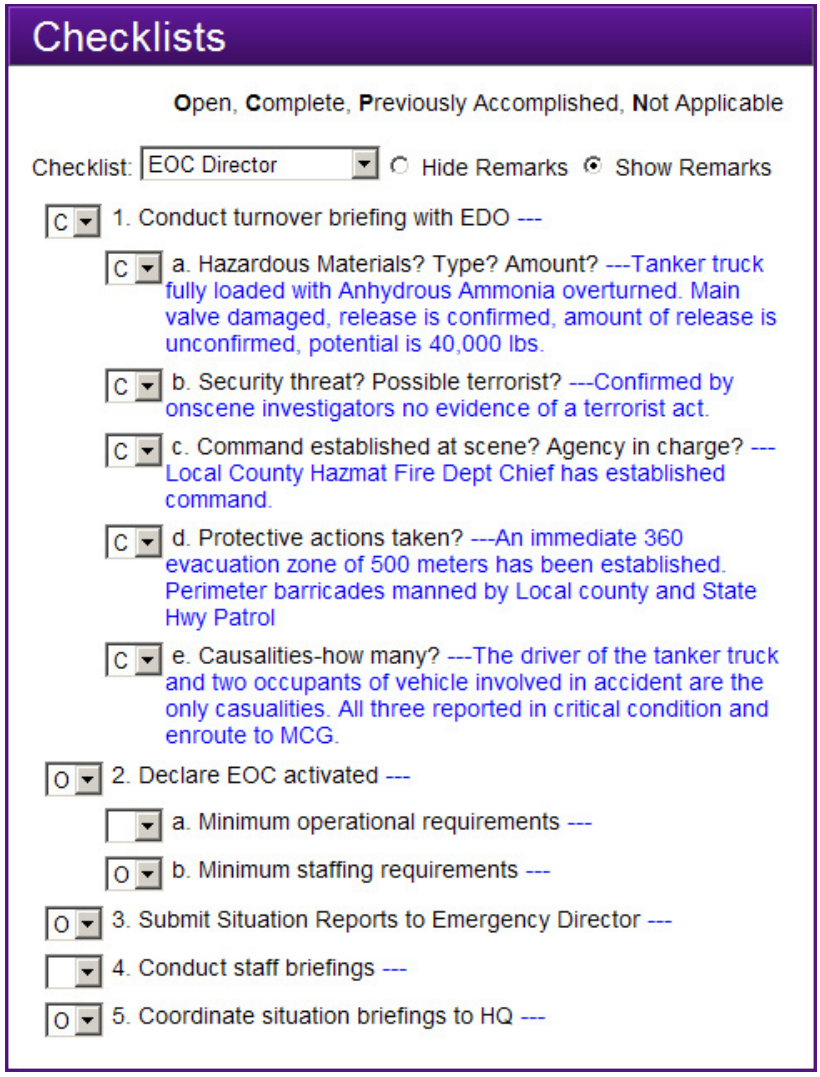
1. Select the **step** or **sub-step** to open a textbox to add or edit a remark. When adding or editing remarks only one text box can be open at a time.


Checklists
Open, Complete, Previously Accomplished, Not Applicable
Checklist: EOC Director
Hide Remarks
Show Remarks
C 1. Conduct turnover briefing with EDO
C a. Hazardous Materials? Type? Amount?
Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs.
Save
Maximum length is 3000 characters.
C b. Security threat? Possible terrorist?
C c. Command established at scene? Agency in charge?
C d. Protective actions taken?
C e. Causalities-how many?
O 2. Declare EOC activated
a. Minimum operational requirements
O b. Minimum staffing requirements
O 3. Submit Situation Reports to Emergency Director
4. Conduct staff briefings
O 5. Coordinate situation briefings to HQ

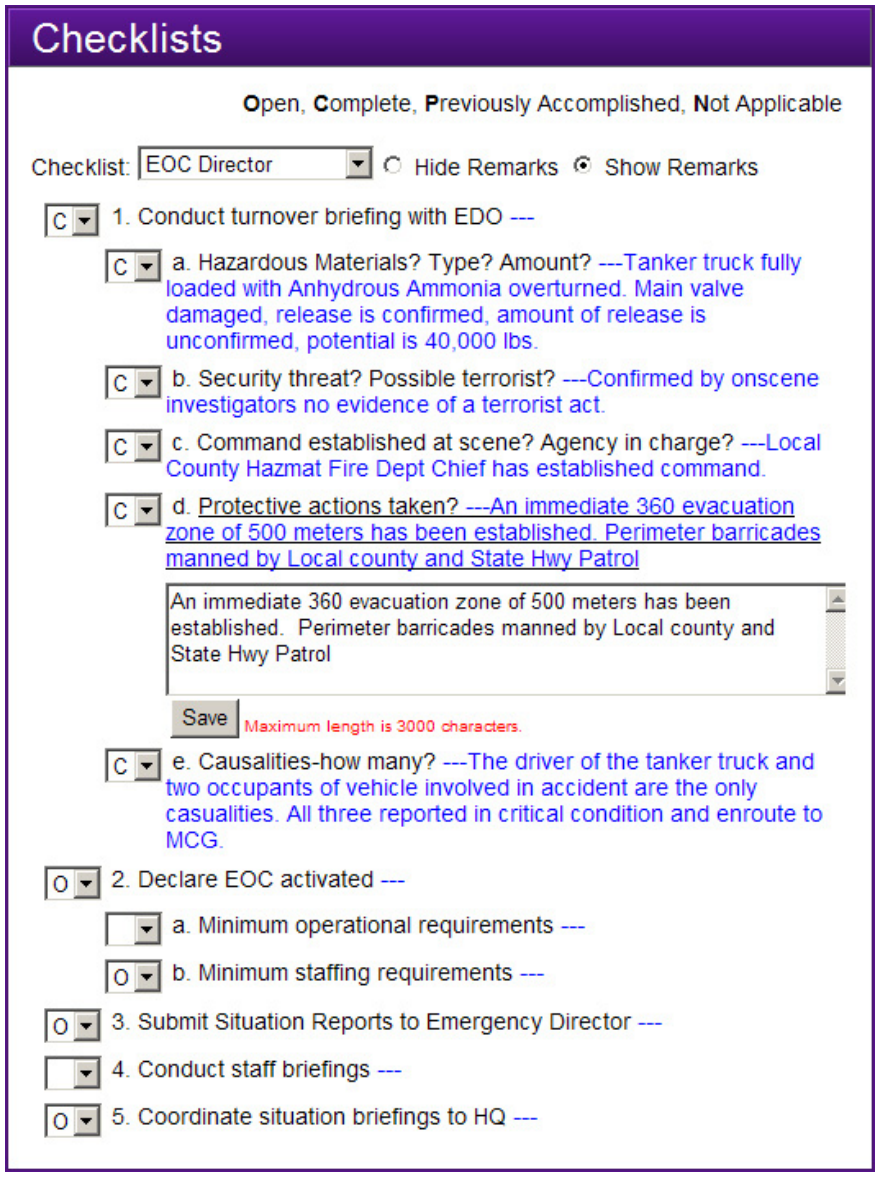
2. Enter **remarks** in the text box. You can edit previously saved entries. The maximum length is 3000 characters.

3. Select the **Save** button. This will close the text box for the step.

4. Select the **radio** button for *Show Remarks*. Remarks for all the steps and sub-steps will be shown in blue.


Checklists
Open, Complete, Previously Accomplished, Not Applicable
Checklist: EOC Director
Hide Remarks
Show Remarks
C 1. Conduct turnover briefing with EDO ---
C a. Hazardous Materials? Type? Amount? ---Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs.
C b. Security threat? Possible terrorist? ---Confirmed by onscene investigators no evidence of a terrorist act.
C c. Command established at scene? Agency in charge? --- Local County Hazmat Fire Dept Chief has established command.
C d. Protective actions taken? ---An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol
C e. Causalities-how many? ---The driver of the tanker truck and two occupants of vehicle involved in accident are the only casualities. All three reported in critical condition and enroute to MCG.
O 2. Declare EOC activated ---
a. Minimum operational requirements ---
O b. Minimum staffing requirements ---
O 3. Submit Situation Reports to Emergency Director ---
4. Conduct staff briefings ---
O 5. Coordinate situation briefings to HQ ---

5. To edit a remark for a step, select the **remark**. A textbox for the remark will open.


Checklists
Open, Complete, Previously Accomplished, Not Applicable
Checklist: EOC Director
Hide Remarks
Show Remarks
C 1. Conduct turnover briefing with EDO ---
C a. Hazardous Materials? Type? Amount? ---Tanker truck fully loaded with Anhydrous Ammonia overturned. Main valve damaged, release is confirmed, amount of release is unconfirmed, potential is 40,000 lbs.
C b. Security threat? Possible terrorist? ---Confirmed by onscene investigators no evidence of a terrorist act.
C c. Command established at scene? Agency in charge? ---Local County Hazmat Fire Dept Chief has established command.
C d. Protective actions taken? ---An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol
An immediate 360 evacuation zone of 500 meters has been established. Perimeter barricades manned by Local county and State Hwy Patrol
Save
Maximum length is 3000 characters.
C e. Causalities-how many? ---The driver of the tanker truck and two occupants of vehicle involved in accident are the only casualities. All three reported in critical condition and enroute to MCG.
O 2. Declare EOC activated ---
a. Minimum operational requirements ---
O b. Minimum staffing requirements ---
O 3. Submit Situation Reports to Emergency Director ---
4. Conduct staff briefings ---
O 5. Coordinate situation briefings to HQ ---

6. Enter the **changes** for the remark in the textbox.

7. Select the **Save** button. The text box will close.

Contacts

Contacts allows you to maintain a notification directory of detailed contact information that can be added and updated. Information recorded for each contact includes: agency (or person) name; telephone, mobile, and pager numbers; physical and email addresses; special notes or comments for the contact; and more.

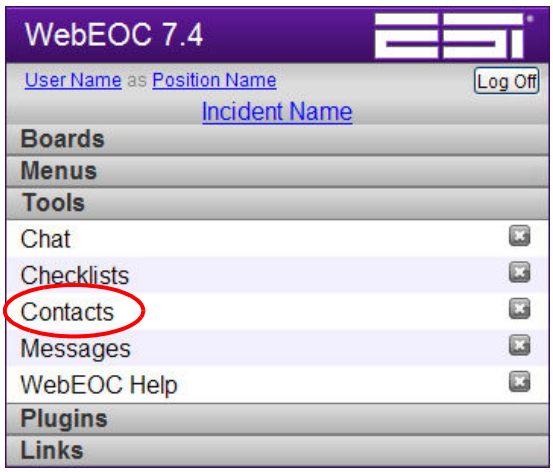
The level of permission granted by an administrator in conjunction with the access privileges allowed by the creator of the contact, will determine the view and/or edit privileges you will have. If you have been granted full access privileges through your group permissions, you will be able to see and edit all contacts. If you have been granted restricted permissions, you will be able to add a contact, edit contacts you created, and view contacts that have been set to *Do not hide from restricted users*.

If you have questions about the permissions available to you in the *Contacts* plug-in, contact your WebEOC administrator.

Adding Contacts

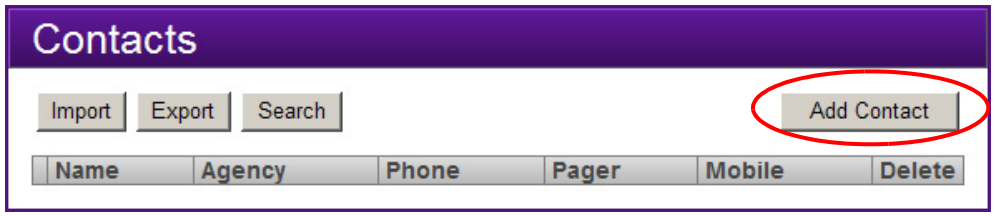
To add contacts, follow the steps below.

1. Select **Contacts** from the *Tools* section on the *Control Panel*.

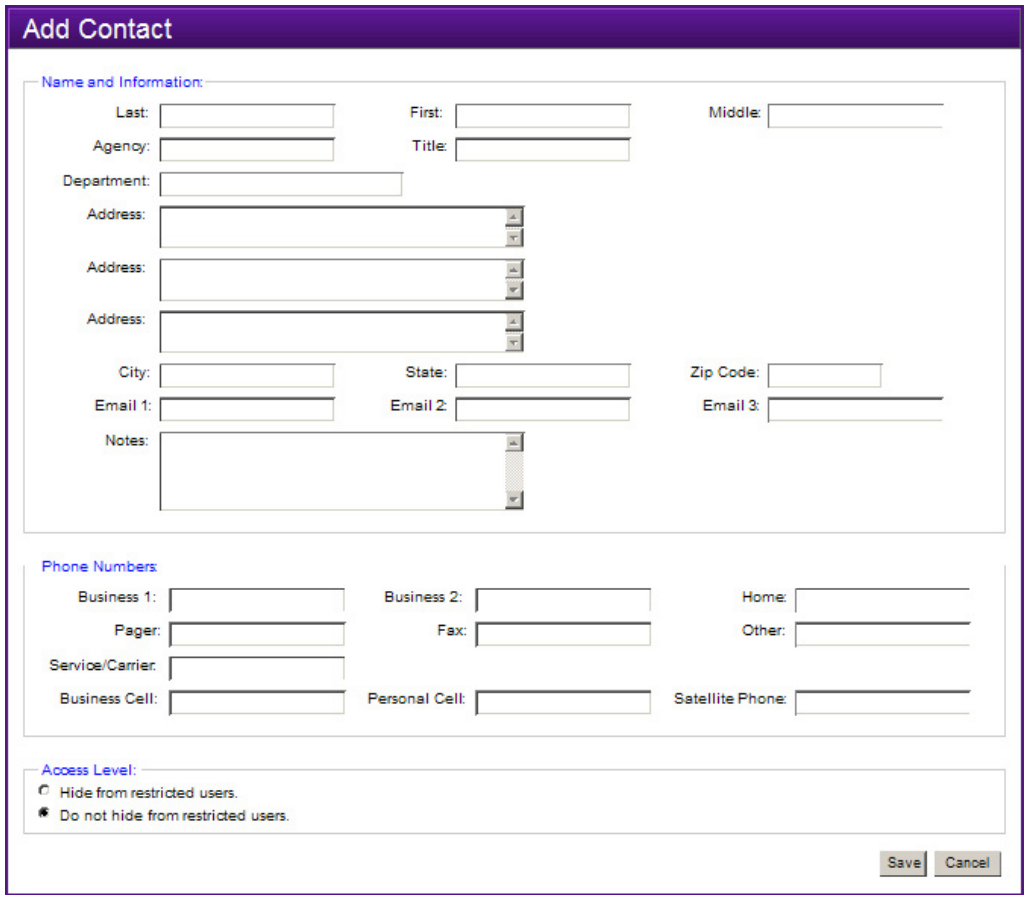


Note: Users who do not have edit privileges for *Contacts* will not be able to perform this operation.

2. In the *Contacts* window, select the **Add Contact** button.



3. In the *Add Contact* window, complete the fields as applicable.



4. In the *Access Level* section, select the appropriate **radio button**. *Hide from restricted users* will not display the contact in the *Contacts* window for users assigned "restricted" permissions by the administrator. *Do not hide from restricted users* allows the contact to be viewed in the *Contacts* window but not edited by users with restricted permissions.

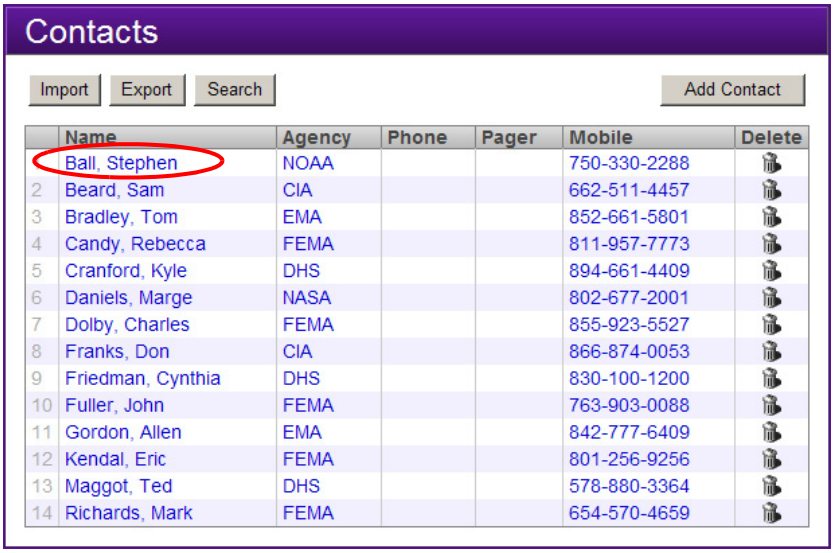
5. Select the **Save** button, or select the **Cancel** button to abort the operation.

Editing Contacts

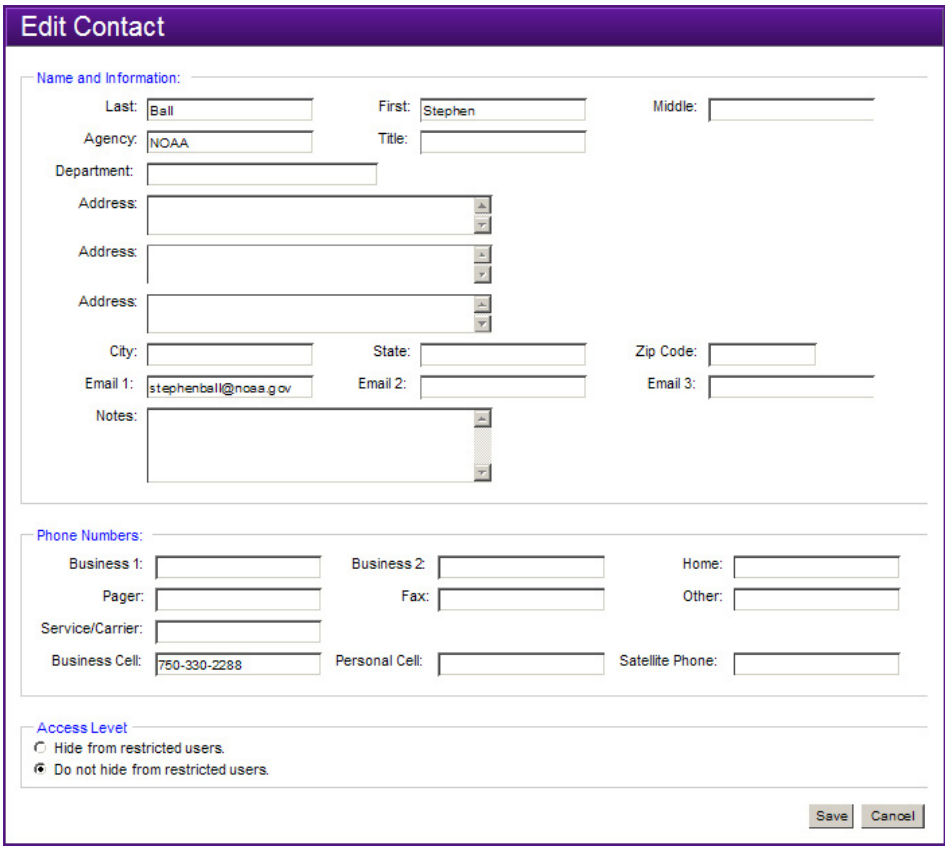
Users who do not have edit privileges for the *Contact* tool will not be able to perform this operation.

To edit contacts, follow the steps below.

1. In the *Contacts* window, select the **name** of the contact that you want to edit.



2. In the *Edit Contact* window make your changes.



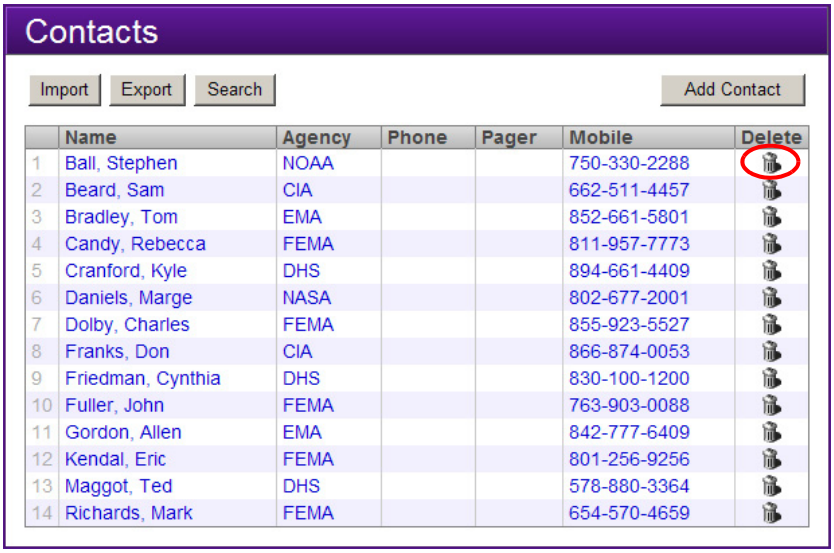
3. Select the **Save** button to save your changes, or select the **Cancel** button to abort the operation.

Deleting Contacts

Users who do not have edit privileges for the contact will not be able to perform this operation.

To delete a contact, follow the steps below.

1. In the *Contacts* window, select the **Delete** icon of the contact that you want to delete.

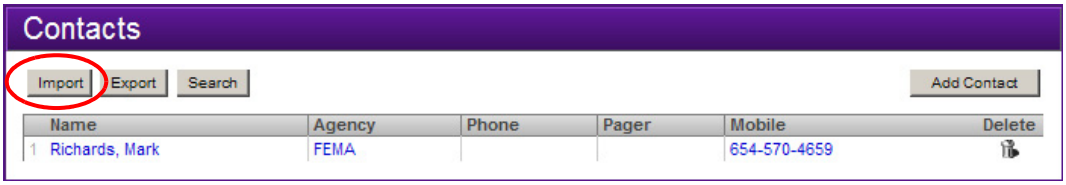


2. Select the **OK** button to delete the contact, or select the **Cancel** button to abort the operation.

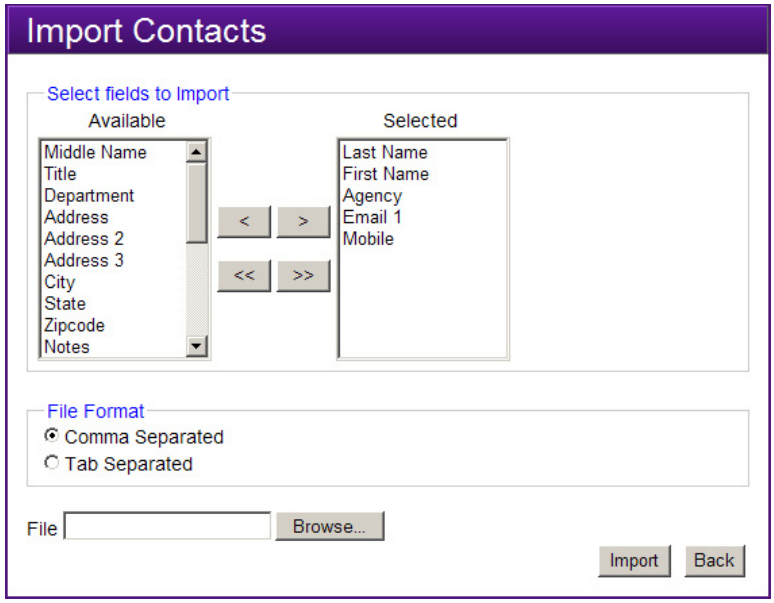
Importing Contacts

To import contacts from an external file to *Contacts*, follow the steps below.

1. In the *Contacts* window, select the **Import** button.



2. In the *Import Contacts* window, double-click the **fields** you want to import. This will move the data field from the *Available* section to the *Selected* section.



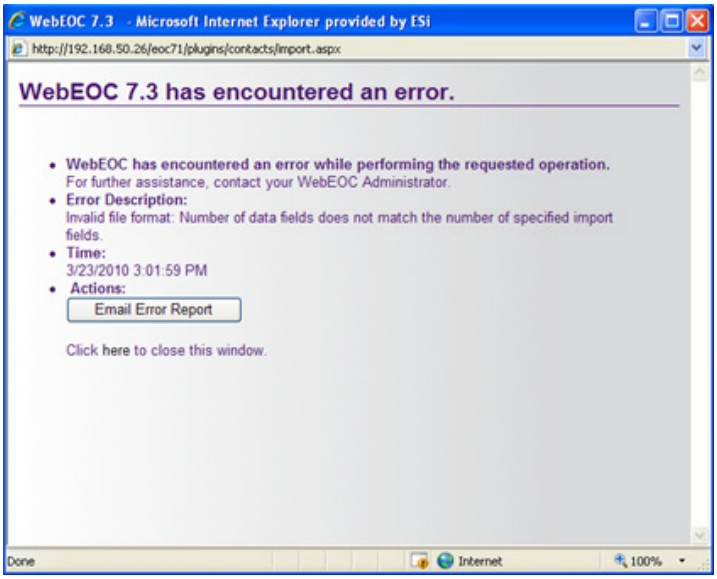
Note: The *Selected* fields must be in the same order as the data you are importing. If the order of the *Selected* fields is not the same or if a field is missing, data may import in the wrong fields.

3. Select either the **Comma Separated** or the **Tab Separated** radio button for the *File Format*.

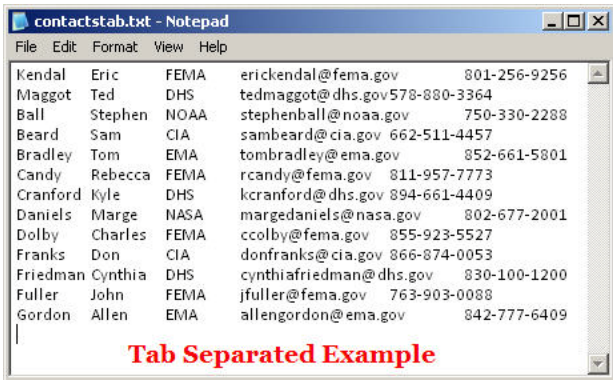
4. In the *File* field, select the **Browse** button, and locate the file you want to import.

5. Select the **Import** button to import your contacts.

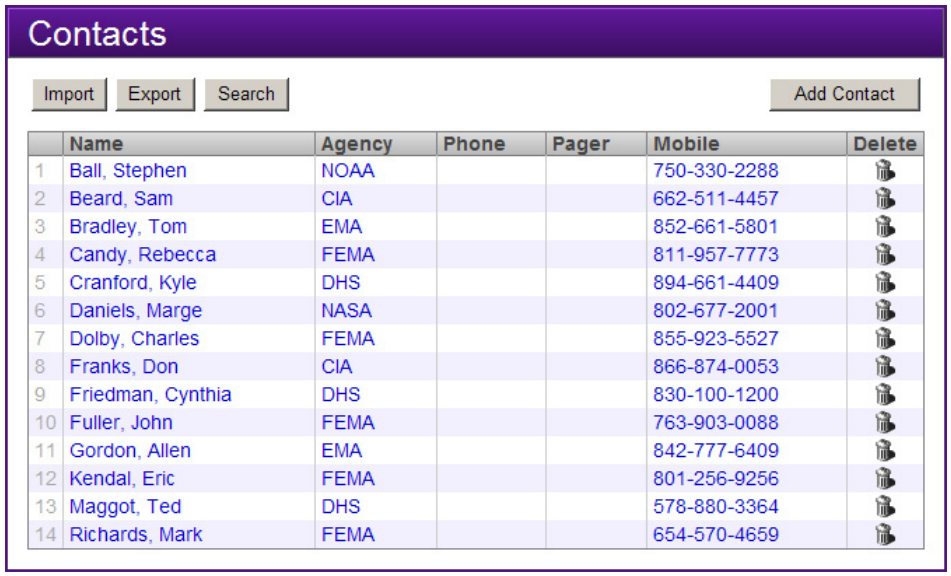
Note: If you receive the following error message, check the number of data fields and the format of the file you are attempting to import. The number of fields must match, and the file must be in CSV format.


WebEOC 7.3 - Microsoft Internet Explorer provided by ESi
http://192.168.50.26/eoc71/plugins/contacts/import.aspx
WebEOC 7.3 has encountered an error.
WebEOC has encountered an error while performing the requested operation.
For further assistance, contact your WebEOC Administrator.
Error Description:
Invalid file format: Number of data fields does not match the number of specified import fields.
Time:
3/23/2010 3:01:59 PM
Actions:
Email Error Report
Click here to close this window.
Done
Internet
100%

Shown are examples of a comma separated and a tab separated text document both done in Notepad.


contactstab.txt - Notepad
File Edit Format View Help
Kendal Eric FEMA erickendal@fema.gov 801-256-9256
Maggot Ted DHS tedmaggot@dhs.gov578-880-3364
Ball Stephen NOAA stephenball@noaa.gov 750-330-2288
Beard Sam CIA sambeard@cia.gov 662-511-4457
Bradley Tom EMA tombradley@ema.gov 852-661-5801
Candy Rebecca FEMA rcandy@fema.gov 811-957-7773
Cranford Kyle DHS kcranford@dhs.gov 894-661-4409
Daniels Marge NASA margedaniels@nasa.gov 802-677-2001
Dolby Charles FEMA ccolby@fema.gov 855-923-5527
Franks Don CIA donfranks@cia.gov 866-874-0053
Friedman Cynthia DHS cynthiafriedman@dhs.gov 830-100-1200
Fuller John FEMA jfuller@fema.gov 763-903-0088
Gordon Allen EMA allengordon@ema.gov 842-777-6409
Tab Separated Example

In the *Contacts* window, you can review the list of contacts you imported.

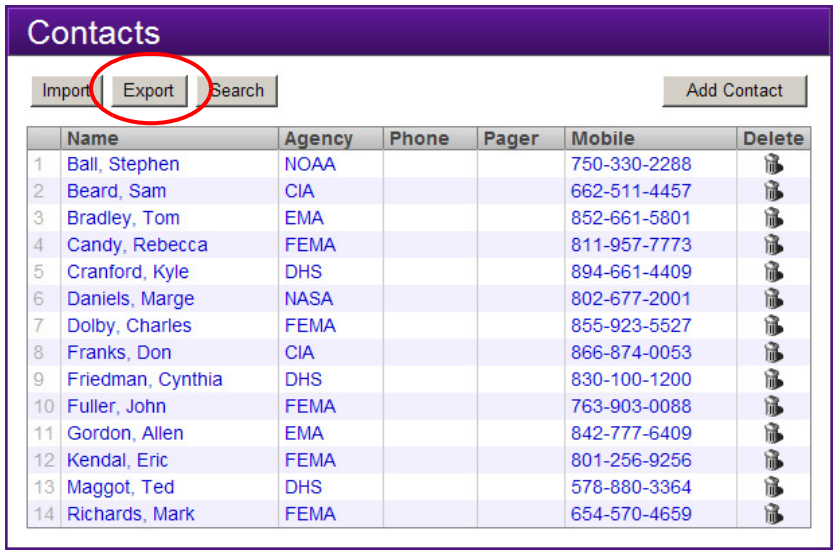


	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

Exporting Contacts

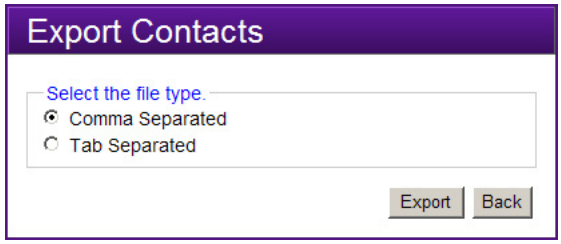
To export contacts from WebEOC to an external file, follow the steps below.

1. In the *Contacts* window, select the **Export** button.



	Name	Agency	Phone	Pager	Mobile	Delete
1	Ball, Stephen	NOAA			750-330-2288	
2	Beard, Sam	CIA			662-511-4457	
3	Bradley, Tom	EMA			852-661-5801	
4	Candy, Rebecca	FEMA			811-957-7773	
5	Cranford, Kyle	DHS			894-661-4409	
6	Daniels, Marge	NASA			802-677-2001	
7	Dolby, Charles	FEMA			855-923-5527	
8	Franks, Don	CIA			866-874-0053	
9	Friedman, Cynthia	DHS			830-100-1200	
10	Fuller, John	FEMA			763-903-0088	
11	Gordon, Allen	EMA			842-777-6409	
12	Kendal, Eric	FEMA			801-256-9256	
13	Maggot, Ted	DHS			578-880-3364	
14	Richards, Mark	FEMA			654-570-4659	

2. In the *Export Contacts* window select the **radio button** of the file type that you want to export.



3. Select the **Export** button to download *Contacts*, or select the **Back** button to abort the operation.

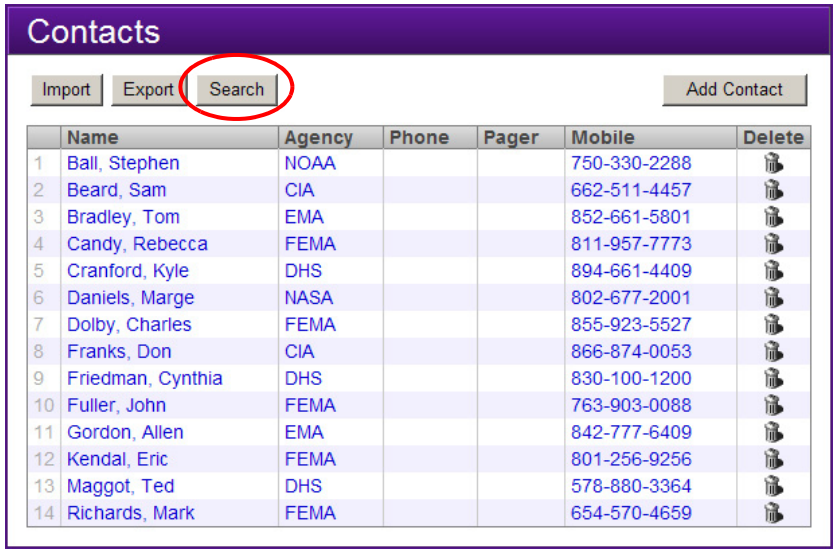
4. Select the **Save** button to save the *Contacts* file to your computer, or select the **Cancel** button to abort the operation.

   After the export is complete, open the file you downloaded to verify that the export operation was successful.

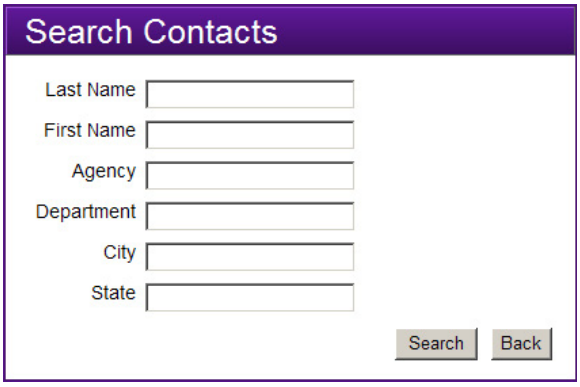
Searching for a Contact

To search for a specific contact or group of contacts, follow the steps below.

1. In the *Contacts* window, select the **Search** button.

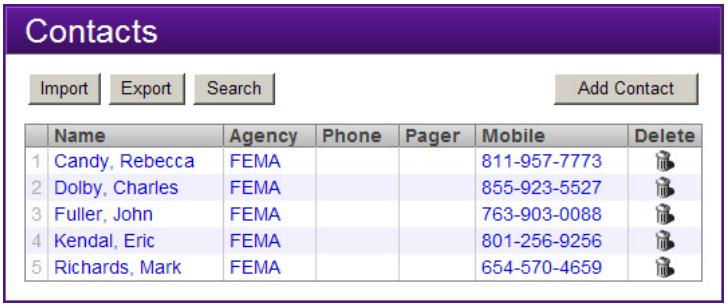


2. In the *Search Contacts* window, enter **values** in any combination for the contact's *Last Name*, *First Name*, *Agency*, *Department*, *City*, or *State* in the appropriate textbox. You can also search by entering the first letter for any of the fields.



3. Select the **Search** button to continue the search, or select the **Back** button to abort the operation.

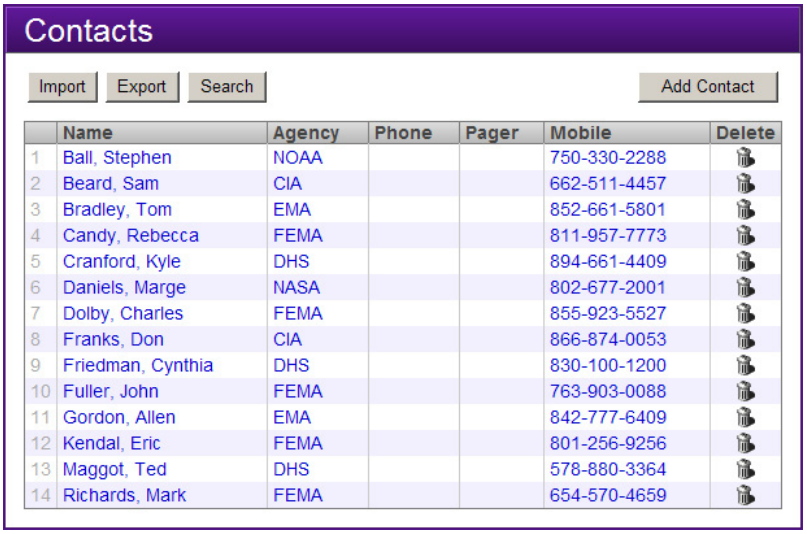
In the *Contacts* window, you can review the results of your search.



Sorting Contacts

To sort contacts, follow the steps below.

1. In the *Contacts* window, select the **column header** (*Name*, *Agency*, *Phone*, *Pager*, *Mobile,* or *Delete*) that corresponds to the column you want to sort. The list will sort and display in an ascending order.



Note: Entries will sort by *Name* in ascending order.

Messages

Many crisis information management software (CIMS) packages use email to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However, WebEOC does have a *Messages* plug-in that allows users to communicate with each other via an internal messaging link unique to WebEOC. If your organization allows it, users can send messages to any email server or email addressable device, such as cell phones or pagers. It also allows users to send and forward messages to email accounts external to WebEOC. All messages sent or received by the user are seen regardless of the incident the user is logged in to. When an incident is archived, all messages by users logged in to the incident are archived and removed from *Messages*.

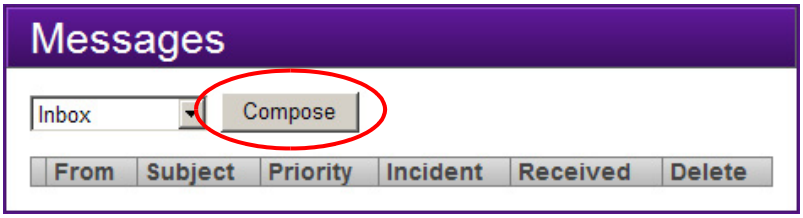
Composing and Sending a Message

Users who do not have edit privileges will not be able to perform this operation.

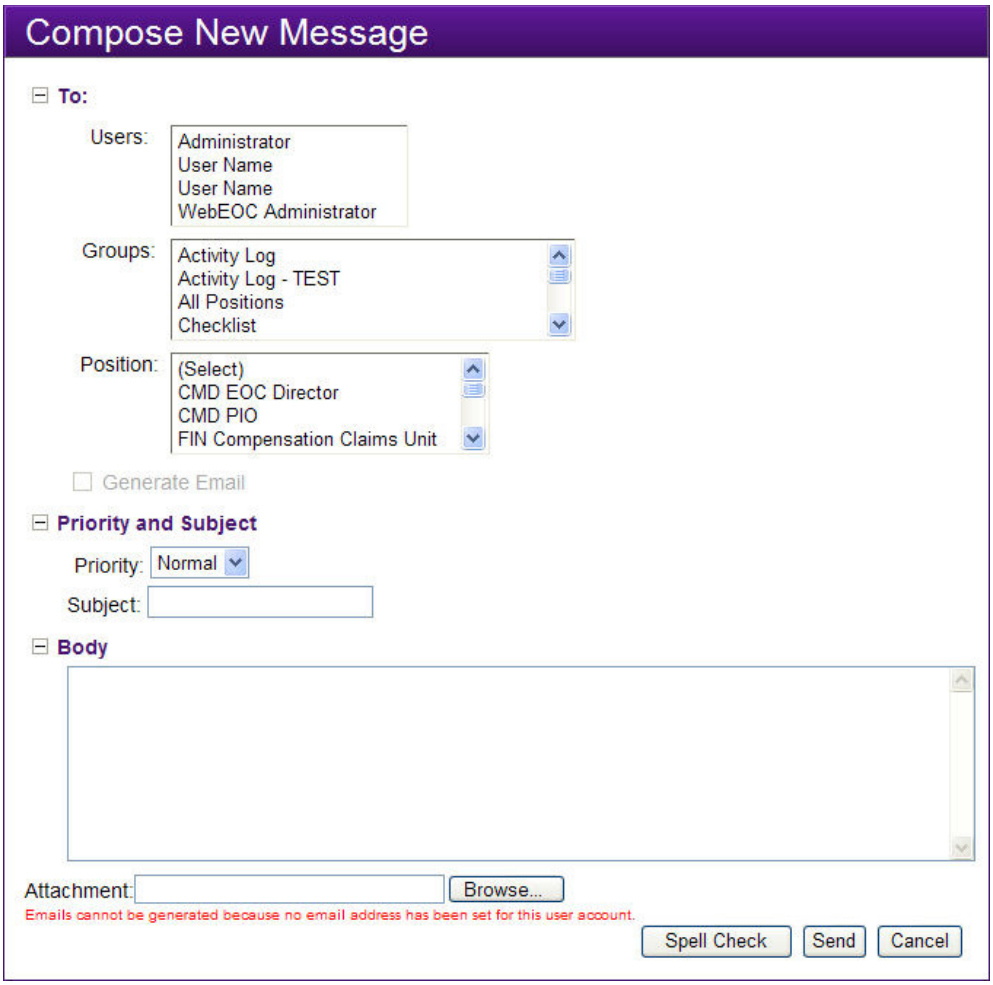
To compose and send a message, follow the steps below.

1. Select **Messages** from the *Tools* section on the *Control Panel*.

2. In the *Messages* window, select the **Compose** button.



3. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users*, *Groups,* or *Positions*. To make multiple selections, hold the **Ctrl** key and **select** each recipient. The recipients name should be highlighted. To deselect a recipient, hold the **Ctrl** key and **select** the recipient's name once. The recipient's name will no longer be highlighted.



4. Select the **priority** (*High*, *Normal, or Low*) from the *Priority* drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green.)

5. Enter the **subject** in the *Subject* field.

6. Enter your **message** in the *Body* text box.

7. Select the **Browse** button to add an attachment.

   Note: WebEOC's messaging can only support one attachment. To send more than one file, save the items to a ZIP file, and attach the compressed file to the message.

8. To send the message as an email, select the **Generate Email** checkbox. An *Additional Addresses* field will appear when the *Generate Email* checkbox is selected.

   Note: The sender must have an email address set up in WebEOC. The sender does not need to enter email addresses for recipients who have an email setup in WebEOC.

9. For recipients who do not have email address setup in WebEOC, enter the **email addresses** in the *Additional Addresses* field. Separate each email address by a comma. An unlimited number of addresses may be entered.

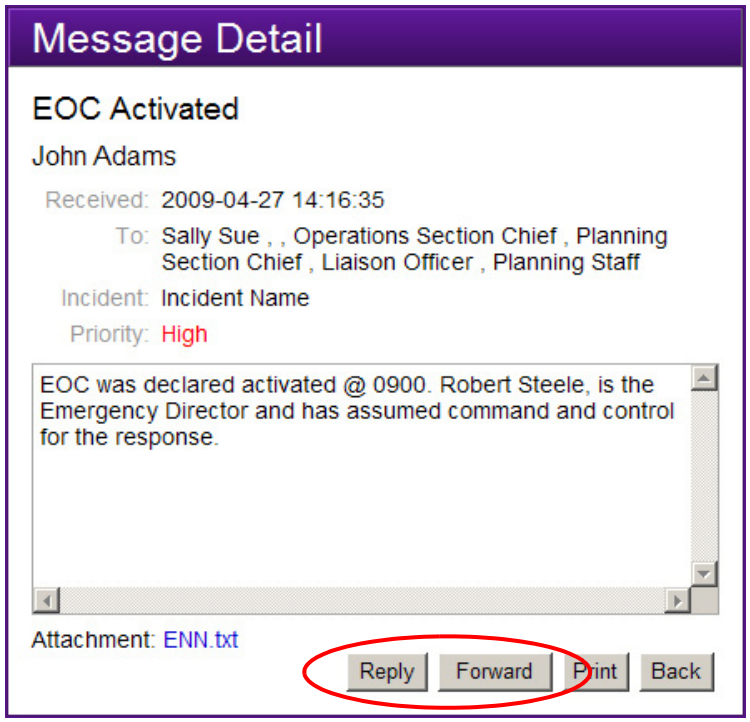
10. Select the **Send** button, or select the **Cancel** button to abort the operation. You will automatically return to the *Messages* window.

Replying to and Forwarding a Message

To reply or forward a message, follow the steps below.

1. In the *Messages* window, select the **message** you want to reply and/or forward.

2. In the *Message Detail* window, select the **Reply** or **Forward** button.


Message Detail
EOC Activated
John Adams
Received: 2009-04-27 14:16:35
To: Sally Sue , , Operations Section Chief , Planning Section Chief , Liaison Officer , Planning Staff
Incident: Incident Name
Priority: High
EOC was declared activated @ 0900. Robert Steele, is the Emergency Director and has assumed command and control for the response.
Attachment: ENN.txt
Reply
Forward
Print
Back

Note: Reply will not send the original attachment. You can however attach other documents in your reply message. Forward gives you an option to send the original attachment or send a different attachment.

3. In the *Compose New Message* window, select the **recipient** or **recipients** from the list of *Users*, *Groups*, or *Positions*.
   a. To make multiple selections, hold the **Ctrl** key, and select **recipients**. Recipients will be highlighted when selected.

   b. To deselect recipients, hold the **Ctrl** key, and select **recipients**. Recipients will not be highlighted.

4. Edit the *Subject* in the text box if needed.

5. Select the **Priority** (*High*, *Normal, or Low*) from the drop-down list. (A *High* priority will display as red, *Normal* as black, and *Low* as green). The default priority for replying to or forwarding a message is *Normal*.

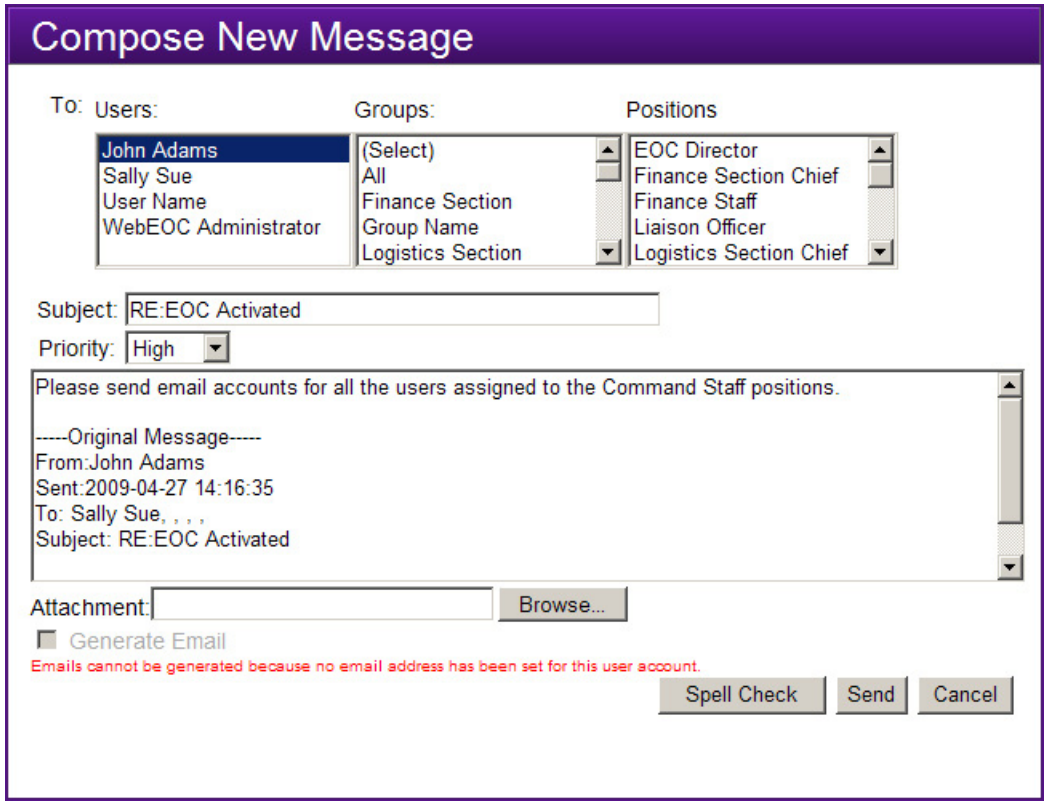
6. Enter your **message** above the original message in the *Message* textbox.

7. Select the **Browse** button to add an attachment.

   Note: WebEOC's messaging can only support one attachment. To send more than one file, save the items to a ZIP file, and attach the compressed file to the message.

8. To send an email, select the **Generate Email** checkbox. An email will be sent only to addressees who have been set up as users in WebEOC. An *Additional Addresses* textbox field will appear when the *Generate Email* checkbox is selected.

Note: The *Generate Email* will not be available if the user who is sending the message does not have an email account setup in WebEOC or if email capability has not been configured for WebEOC by the administrator.



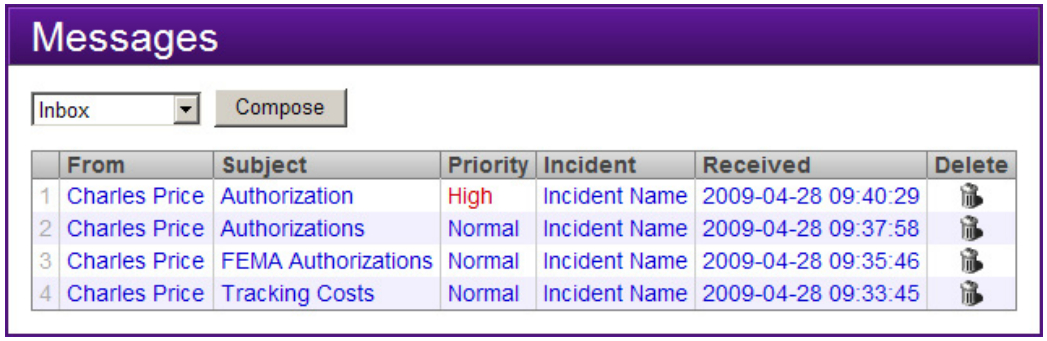
9. Select the **Send** button, or select the **Cancel** button to abort the operations.

Sorting Messages

To sort messages, follow the steps below.

1. In the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.

2. Select the **column** (*From*, *Subject*, *Priority*, *Incident* or *Received*) of the messages that you want sorted. (By default messages are sorted by latest date and time received.)

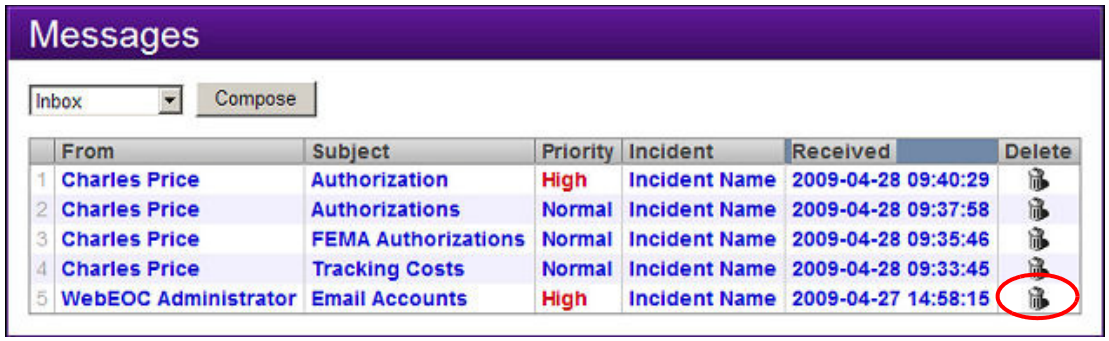


Deleting a Message

Messages cannot be deleted from the *Sent Items* or *Deleted Items* windows. Those items will be removed when the incident for those messages are archived. Deleting a message only removes the message from your *Inbox* to your *Deleted Items* box.

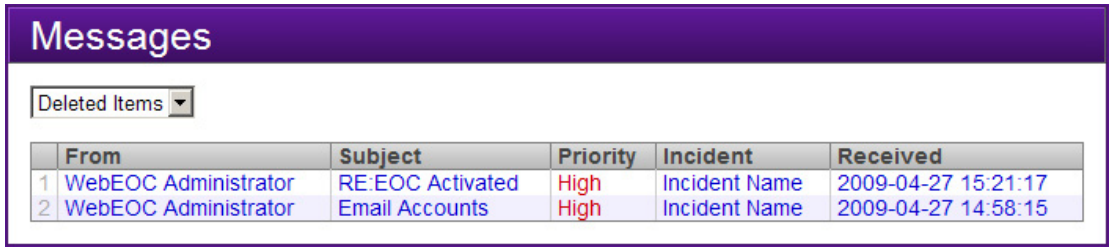
To delete a message from the *Inbox,* follow the steps below.

1. Select the **trash can icon** next to the message.


Messages
Inbox
Compose
From
Subject
Priority
Incident
Received
Delete
1 Charles Price Authorization High Incident Name 2009-04-28 09:40:29
2 Charles Price Authorizations Normal Incident Name 2009-04-28 09:37:58
3 Charles Price FEMA Authorizations Normal Incident Name 2009-04-28 09:35:46
4 Charles Price Tracking Costs Normal Incident Name 2009-04-28 09:33:45
5 WebEOC Administrator Email Accounts High Incident Name 2009-04-27 14:58:15

2. Select the **OK** button to move the message to the *Deleted Items*, or select the **Cancel** button to abort the operation and return to the *Inbox*.

3. Select **Deleted Items** in the drop-down list.



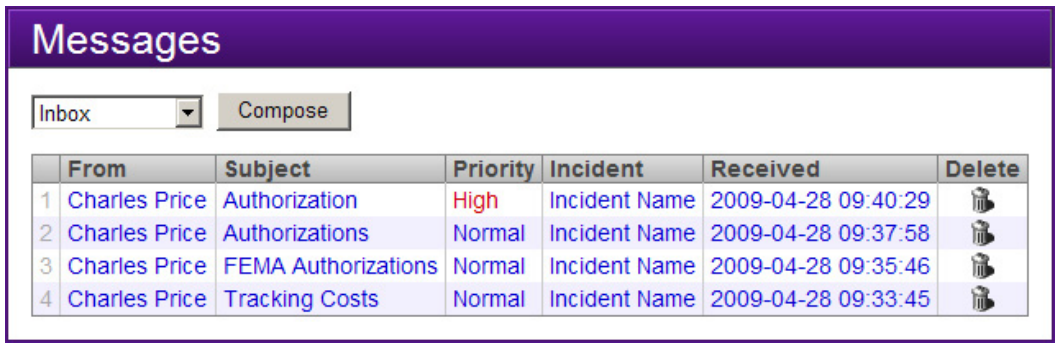
Note: You can still view, reply, forward, and print any of the deleted messages.

Printing a Message

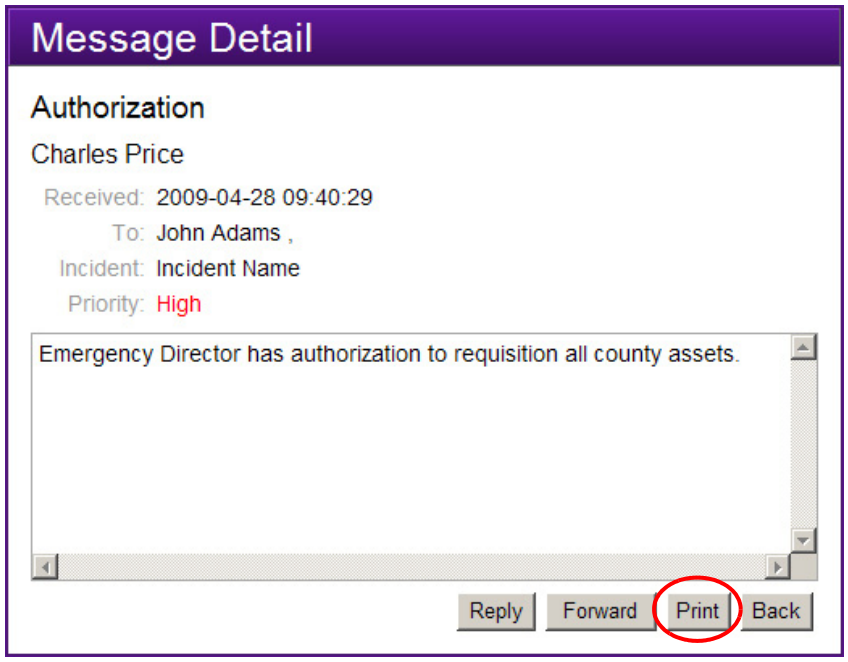
To print a message, follow the steps below.

1. In the *Messages* window, select the **drop-down** list for *Inbox*, *Sent Items*, or *Deleted Items*.

2. Select the **message** that you want to print.



3. In the *Message Detail* window, select the **Print** button.



4. In the *Print* dialog window, choose the **printer** you wish to use or select the **Cancel** button to abort the operation. You will automatically return to the *Message Detail* window.

WebEOC Help

An online *WebEOC Help* system is available for you to access specific instructions or information on all the *WebEOC* features and standard *Plug-ins*. As with most online help systems, you can select a specific topic or task, use an index and search on a keyword, or search on any topic or word to find the information or instructions you need.

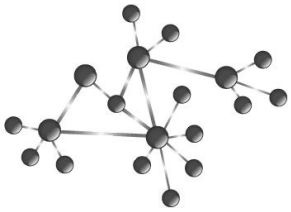
Accessing WebEOC Online Help

To access WebEOC Online Help, select the **WebEOC Help** link in the *Tools* section on your *Control Panel*.

WebEOC 7.4
User Name as Position Name
Log Off
Incident Name
Boards
Menus
Tools
Chat
Checklists
Contacts
Messages
WebEOC Help
Plugins
Links
Contents
Index
Search
Glossary
- Search -
GO
Welcome to the WebEOC Help System
Welcome to the WebEOC Help System
Background
Time Conventions
Getting Started
Boards
Menus
Tools
Plugins
Links
Pocket PC Support
Home > Welcome to the WebEOC Help System > Welcome to the WebEOC Help System
Welcome to the WebEOC Help System
Developed by ESi Acquisition, Inc.,WebEOC® Professional is Crisis Information Management Software (CIMS). It was developed over a decade ago to meet the needs of emergency management agencies (EMAs) at the federal, state, and local levels.
Today, WebEOC is not only used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA, but also by corporations, public utilities, universities, and more.
Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, it can be used to manage any and all events, agencies, organizations, etc.

A separate window will open to the welcome page.

Chapter 6: Plugins



Introduction

WebEOC has several standard plug-ins that offer the user a variety of tools, each uniquely designed to support a particular information need. This chapter will cover the standard WebEOC plug-ins and provide instructions on how they are used.

If you do not have access to any of the plug-ins described in this chapter contact your WebEOC administrator.

The following topics are covered in this chapter.

- *CAP Messaging*
- *File Library*
- *MapTac*
- *NWS Weather Alerts*
- *Remote Boards*
- *Scroller*

CAP Messaging

CAP stands for Common Alerting Protocol. The *CAP Messaging* plug-in is a simple, flexible data interchange format for collecting and distributing all-hazard safety notifications and emergency warnings over information networks and public alerting systems.

CAP messages are managed similar to an email client program such as Microsoft® Outlook®. CAP messages are stored in one of three folders: the Inbox, Sent Items, and Trash.

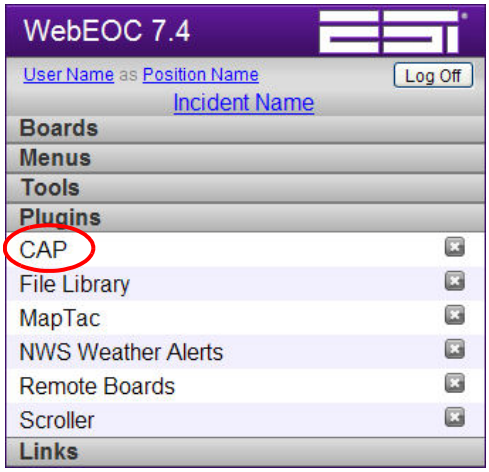
In order to send and receive CAP messages, your agency must be registered with the Disaster Management Interoperability Service (DMIS) CAP service as a Collaborative Operations Group (COG) and the DMIS service must be available. If you are unable to send or receive CAP messages, advise the WebEOC administrator and request verification that *CAP Messaging* is properly configured and that the DMIS service is running.

Accessing and Viewing CAP Messages

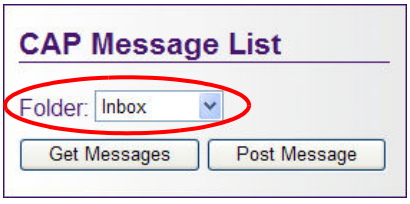
In order to view, send, and receive *CAP* messages, your agency must be registered with the Disaster Management Interoperability Service (DMIS) as a Collaborative Operations Group (COG) and the DMIS must be available. If the DMIS service is unavailable or the connection is unusually slow, you will receive a time-out message. If you are unable to send or receive *CAP* messages, see your WebEOC administrator.

To access and view *CAP* messages, follow the steps below.

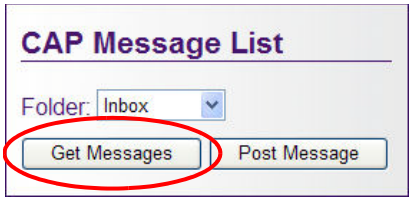
1. Select **CAP** from the *Plugins* section on the *Control Panel*.



2. In the *CAP Message List* window, select the *Folder* **drop-down list**, and select either the **Inbox**, **Sent Items**, or the **Trash** folder.



3. Select the **Get Messages** button. A list of messages will appear for the *Folder* (*Inbox, Sent Items or Trash*) selected.



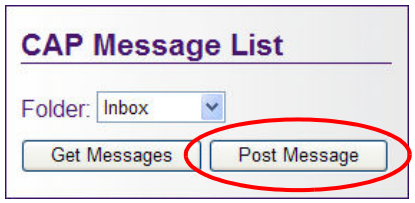
4. Select the **message** to view. The message will be displayed in the *CAP Message Detail* window.

5. Select the **Return to List** button to return to the *CAP Message List*.

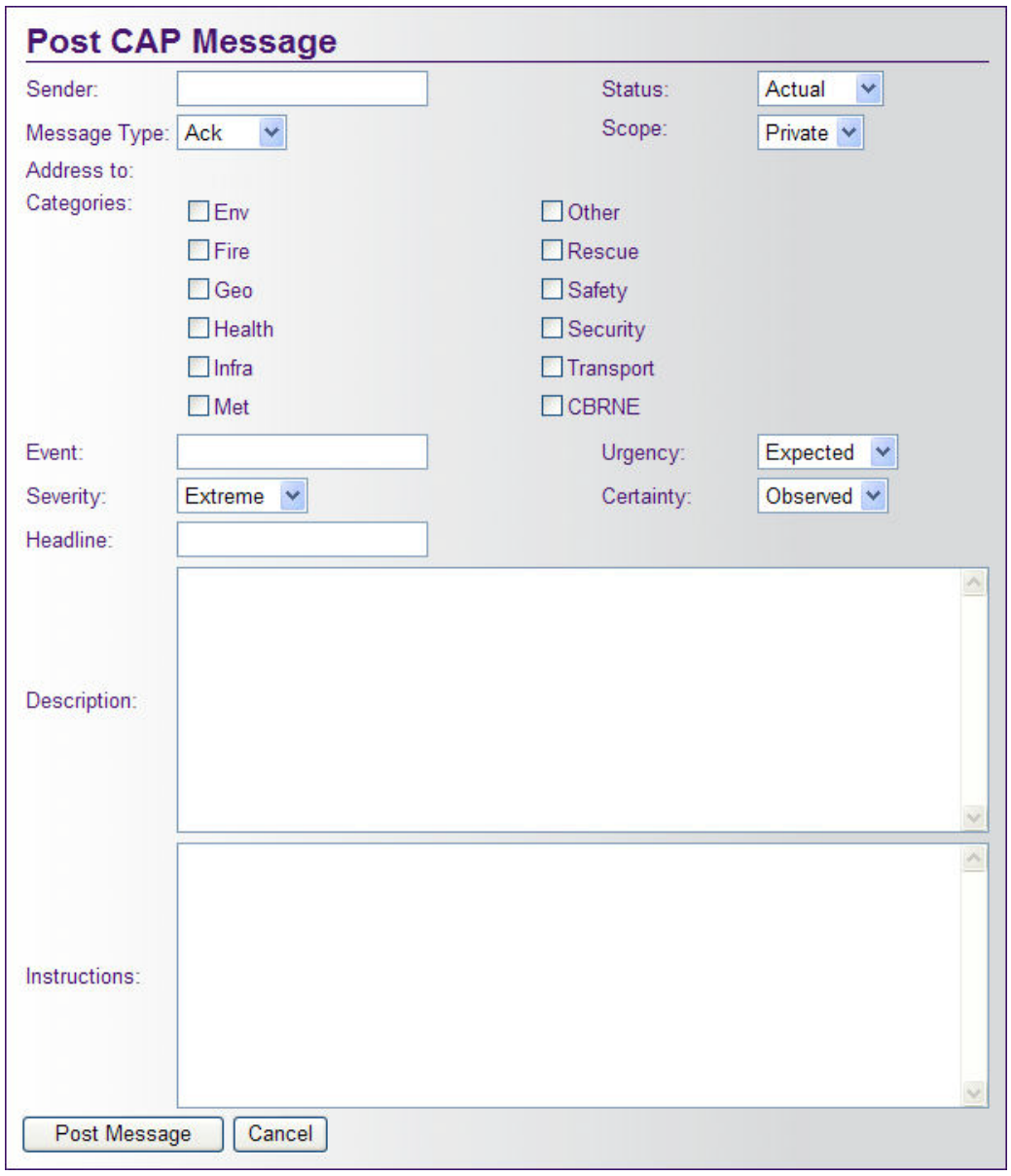
Sending a CAP Message

To send a CAP message, follow the steps below.

1. Select the **Post Message** button.



2. In the *Post CAP Message* window, enter all the required information in accordance with the CAP specification documentation. See the CAP specification for field descriptions (http://www.oasis-open.org/standards). This is the official OASIS Emergency Management TC specifications document.

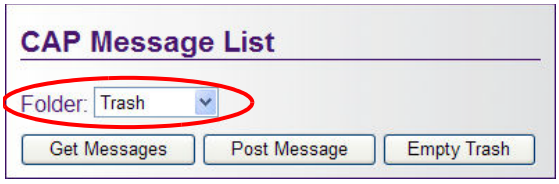


3. Select the **Post Message** button to send the message, or select the **Cancel** button to abort the operation.

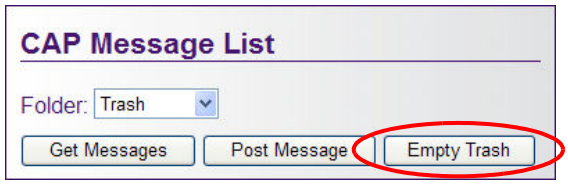
Emptying the CAP Trash Folder

To clear CAP messages that have been marked for deletion, follow the steps below.

1. Select **Trash** from the *Folder* drop-down list. A list of all CAP messages that this user has marked for deletion displays and the *Empty Trash* button is enabled.



2. Select the **Empty Trash** button. This will permanently remove all of the messages in the *Trash* folder.



File Library

The *File Library* plug-in allows WebEOC users to upload and share documents and files with other users through WebEOC. The file could be a standard operating procedure, a situation report, a PDF, an image, or other file type. Depending on the permissions granted, users may add, view, and/or delete files from the library.

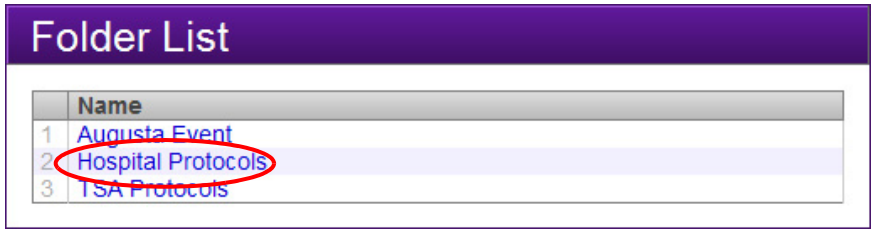
Users who are unable to access the *File Library* or need to have edit and/or delete permissions should check with your WebEOC administrator.

Adding a File

To add a file in the *File Library*, follow the steps below.

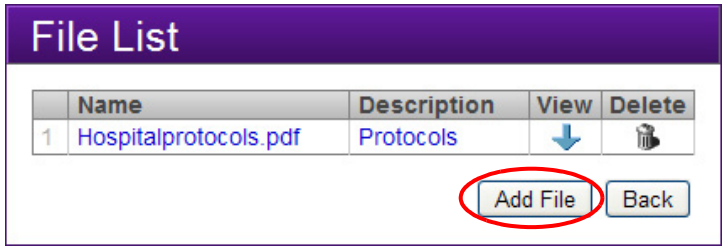
1. Select **File Library** from the *Plugins* section on the *Control Panel*.

2. Select the folder **name** from the *Folder List* window.



Note: A *Folder List* contains a list of files/documents. If no folder **Names** appear, you have not been granted permission by your administrator to access the folders.

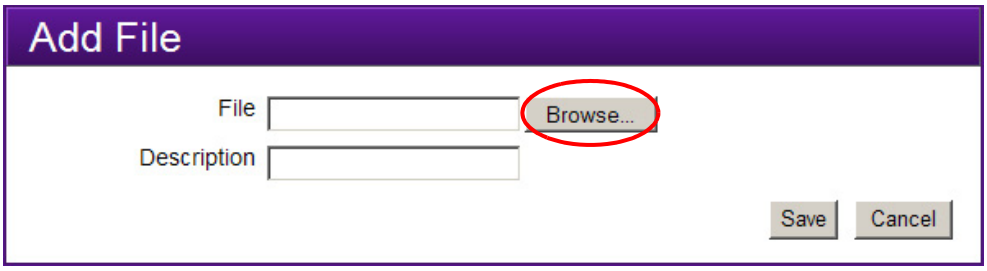
3. In the *File List* window, select the **Add File** button.



Note: If your administrator has not configured read/write permission to access the folder in the File Library, the *Add File* button will not appear.

Before adding a file, check with your administrator to find out if there are any size limitations to uploading a file.

4. In the *Add File* window, select the **Browse** button to search for the file you want to add to the *File Library*.



5. Enter a **description** for the file in the *Description* field. (Optional)

6. Select the **Save** button, or select the **Cancel** button to abort the operation.

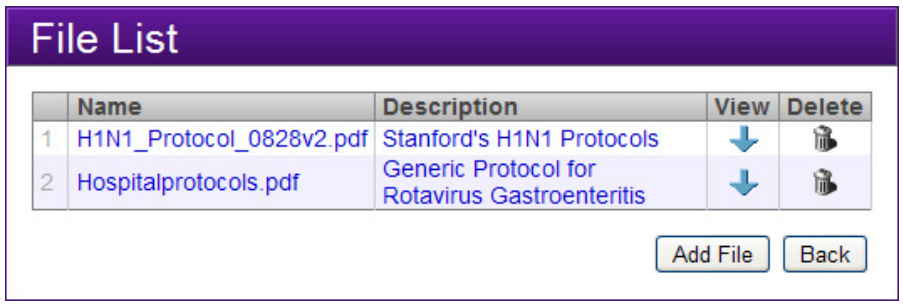
When you save the file, the *File List* window will open and the most recent file appears at the top of the list.

Replacing a File

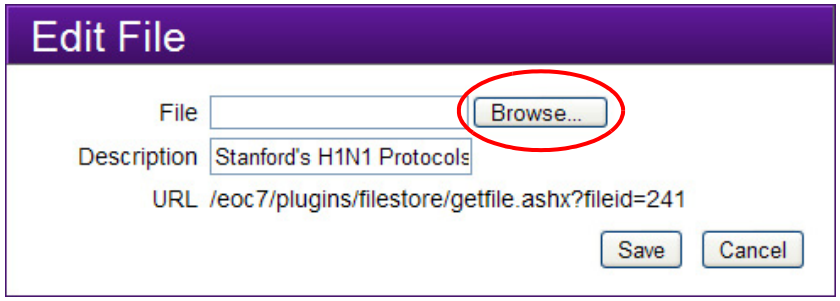
You can update any document listed in the *File Library* by replacing it with a new one.

To replace a file in the *File Library*, follow the steps below.

1. In the *File List* window, select the **Name** or **Description** of the file you want to replace.



2. In the *Edit File* window, select the **Browse** button to search for the file you want add to the *File Library*.



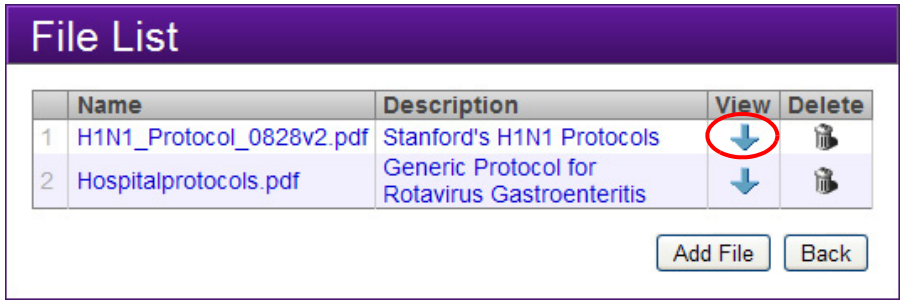
3. Enter a new **description** for the file. The description will appear in the *File List* window.

4. Select the **Save** button, or select the **Cancel** button to abort the operation.

Viewing a File

To view a file in the *File Library,* follow the steps below.

1. In the *File List* window, select the **View** icon.

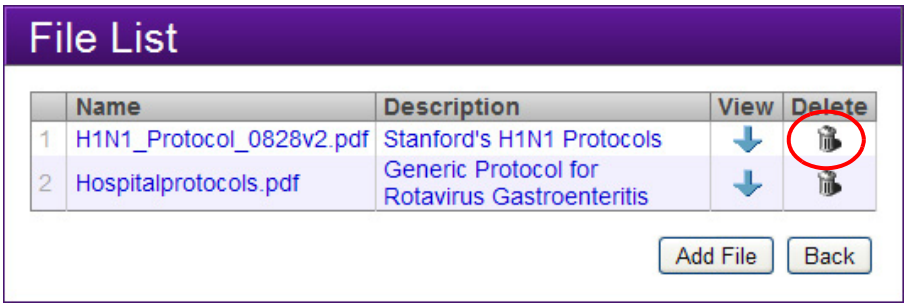


2. In the *File Download* dialog window, select the **Open** button. The file will open as read-only document.

Deleting a File

To delete a file in *File Library,* follow the steps below.

1. In the *File List* window, select the **Delete** icon.



2. Select the **OK** button to delete the file, or select the **Cancel** button to abort the operation.

MapTac

MapTac is primarily a briefing tool used to display a variety of graphics and images. It replaces or augments static, paper-based maps and magnetic light boards. MapTac allows authorized users to access an image of a static map, dispersion model, digital photo, etc., from any map/GIS source or digital camera and, using a web browser, share the tactical scene with other users instantly.

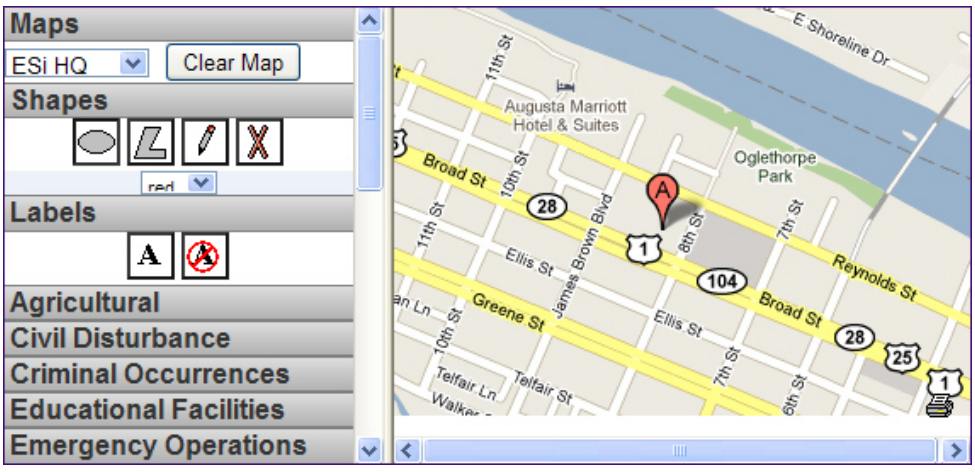
MapTac can use images from any GIS or mapping system to produce a static image file (e.g., JPEG, GIF, BMP, etc.). Existing web-based mapping resources available on the Internet can also be used to plot an address in order to create the image file that can then be saved to MapTac and annotated as necessary using the icon palette and drawing tools. MapTac also allows responders at geographically separate locations to view, and depending on user privileges, update images real-time.

Users with appropriate permissions can add markers such as push pins, fire trucks, road blocks, etc., with or without labels and draw shapes on the image. Labels can be added and edited at any time. Administrators can add a URL to an icon that allows users to access related information by selecting the icon attached to the image file in MapTac.

MapTac Components

The figure below illustrates the major components of the MapTac user interface. The headers in the tool pane can be expanded and collapsed by selecting the related tab. The major components are as follows.

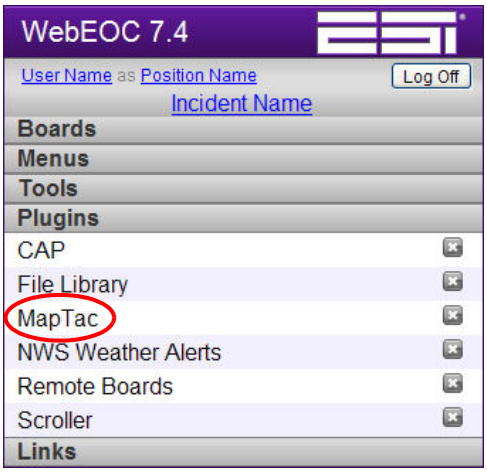
- *Maps*: drop-down list and *Clear Map* button
- *Shapes*: ellipse, polygon, and free-hand drawing tools; delete button; and shape color drop-down list
- *Labels*: add and remove label buttons
- Marker tabs: categorized markers
- Map view pane with *Printer* icon



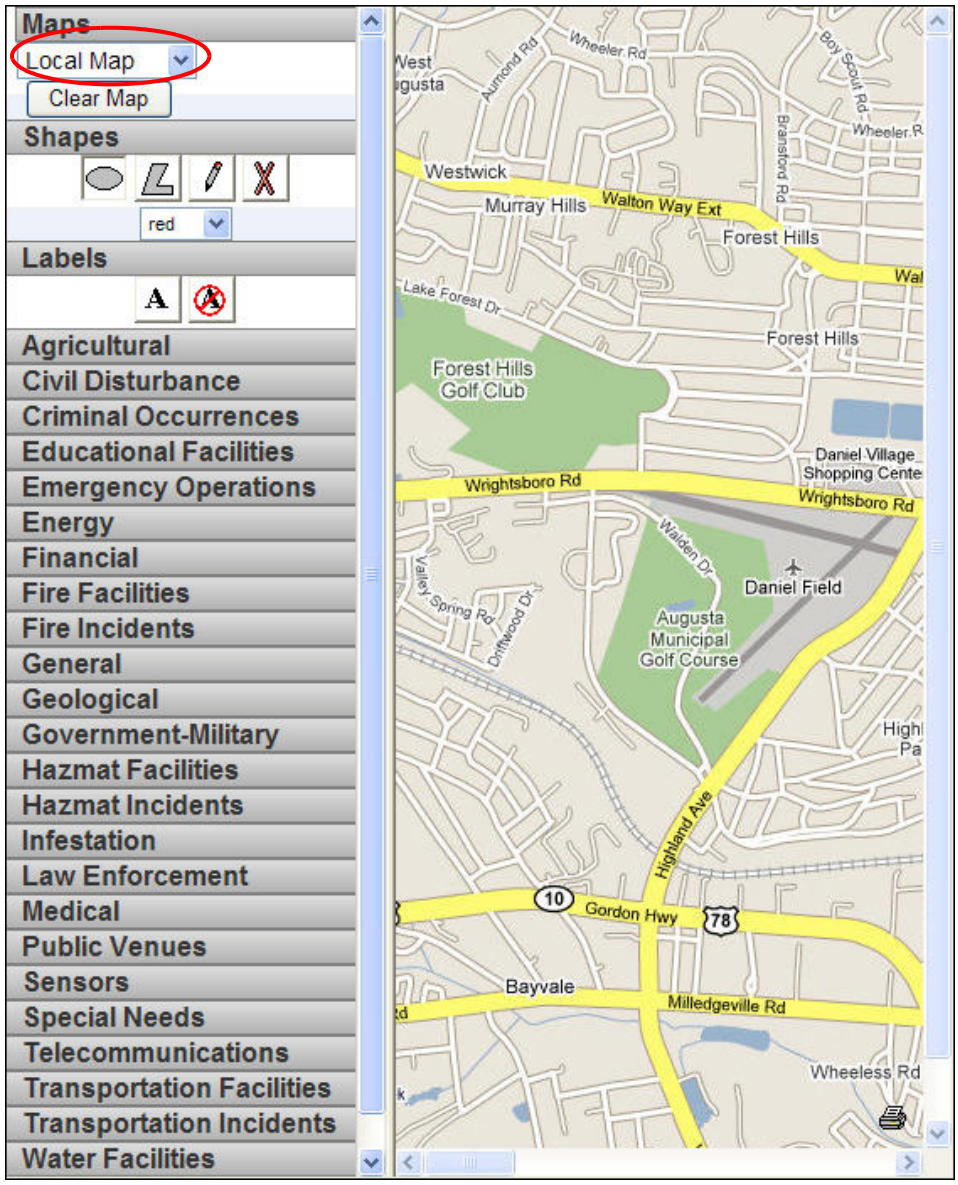
Viewing a Map

To access a map or an image for viewing, follow the steps below.

1. Select **MapTac** from the *Plugins* section on the *Control Panel*.



2. Select a **map** for display from the *Maps* drop-down list.



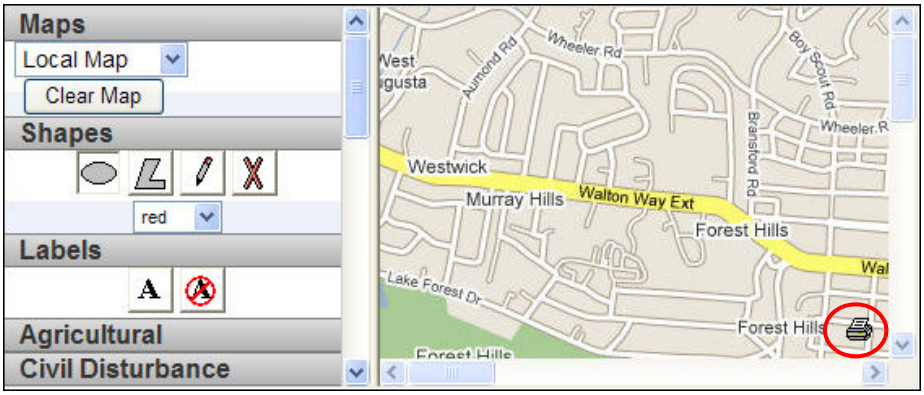
Note: The image or map will resize automatically anytime you change the size of your window. If you don't want the map or image to be resized contact your WebEOC administrator.

Printing a Map

To print a map or an image, follow the steps below.

1. Select a **map** from the *Maps* drop-down list that you want to print.

2. Select the **print** icon.

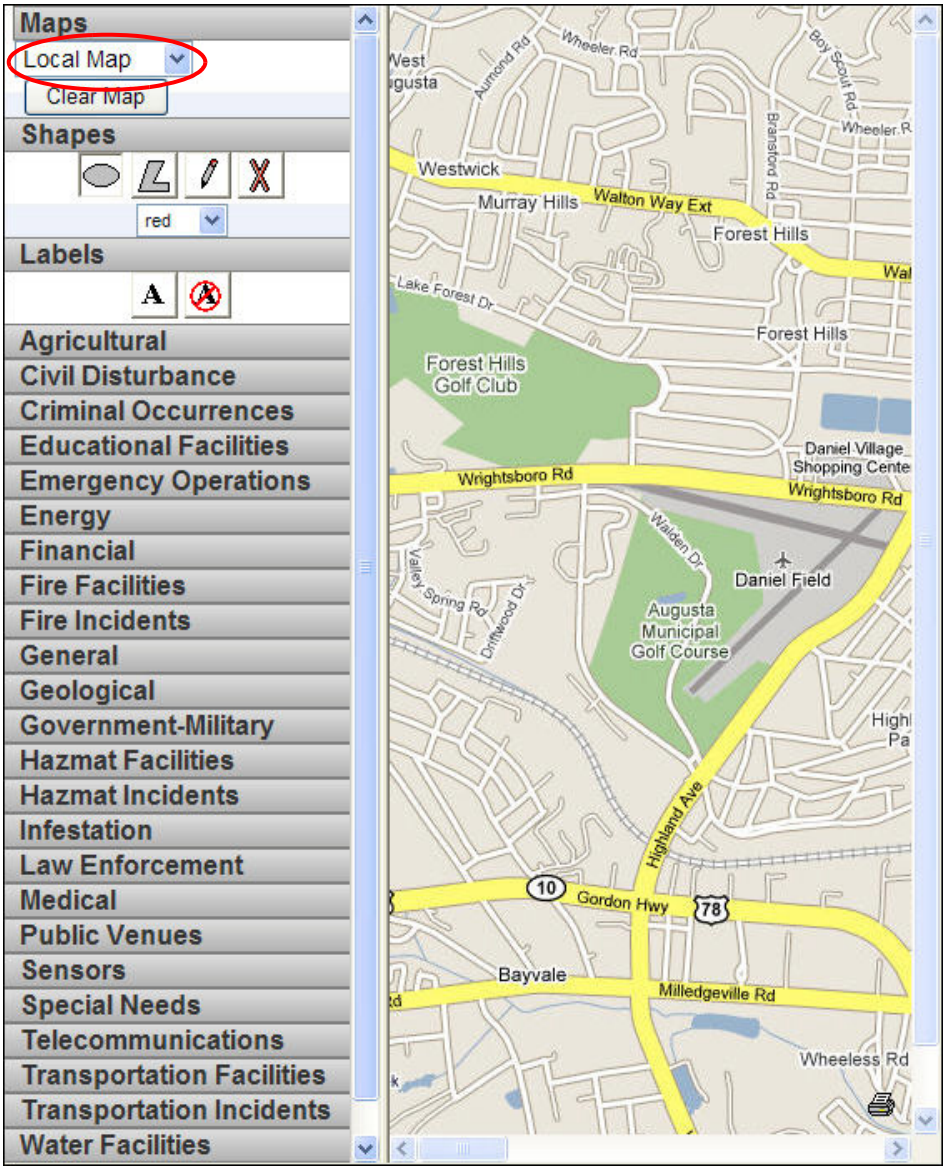


Placing Markers on a Map

If you have "read-only" permission to a map, you will not be able to add markers to a map. MapTac comes pre-loaded with 25 categories of DHS symbology.

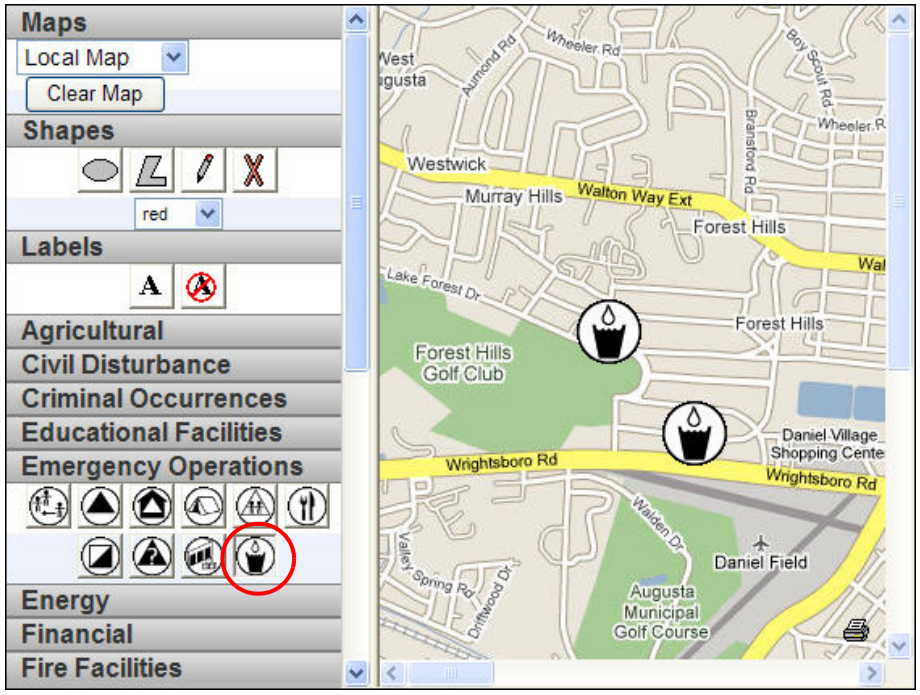
To place a marker on a map, follow the steps below.

1. Select a **map** to display from the *Maps* drop-down list.



2. Select the desired **marker tab**. This will open the tab and show all the icons under that tab.

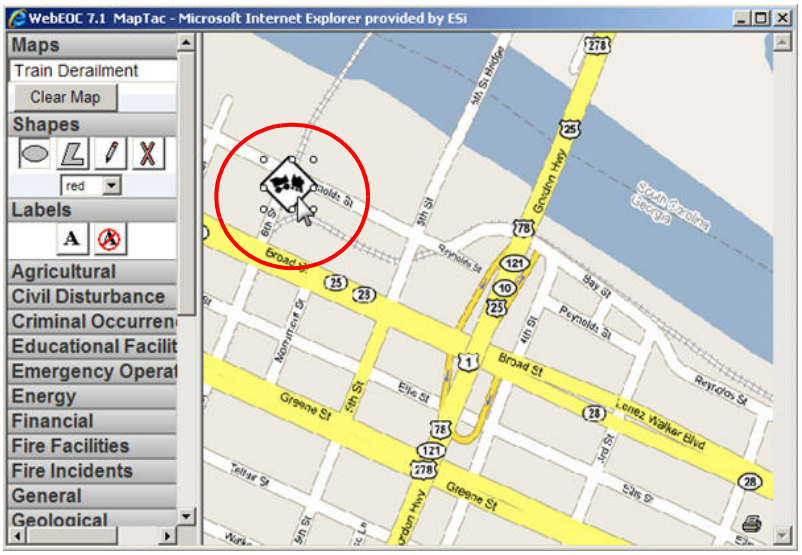
3. Select the **marker** you want to place on the map. To see what the marker represents, rest your mouse on the icon and a pop-up will reveal the marker title.



4. Move your cursor on the map to the **desired location** on the map and single-click. The marker will appear on the map. You cannot drag and drop the markers to place them on the map.

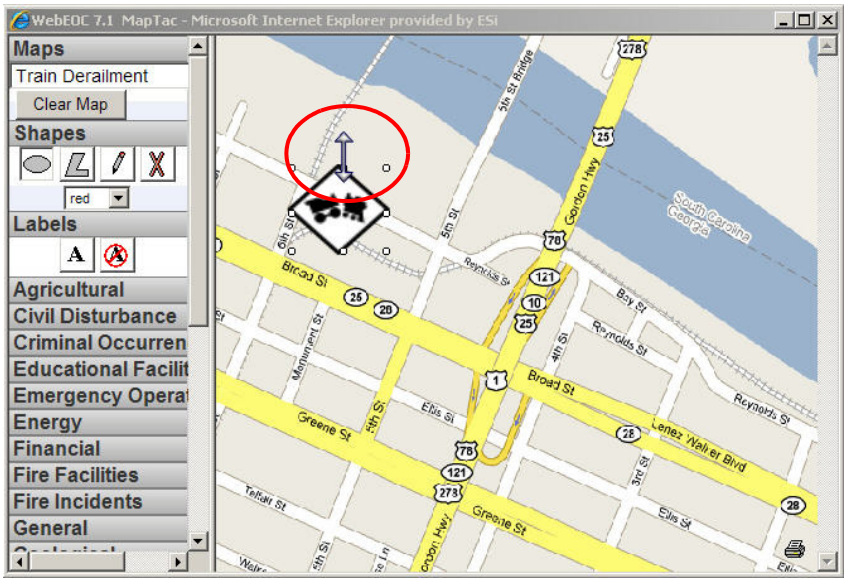
Moving Markers

Select the marker, and hold the left mouse button down. Drag the marker to the new destination, and release the mouse button.



Resizing a Marker

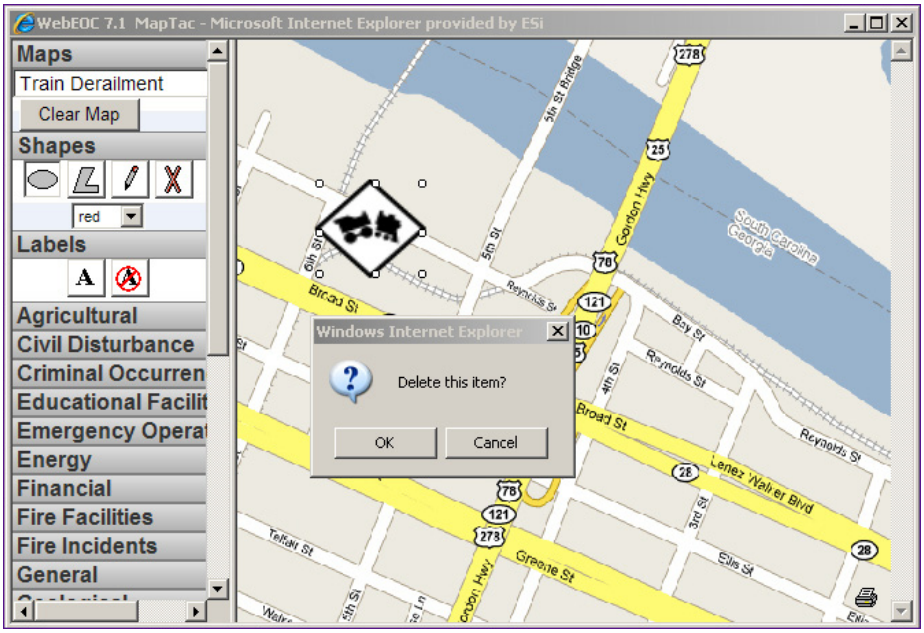
To resize a marker, hover your cursor over the marker. Select the handle that appears around the marker, and drag the handle in until the marker is the desired size.



Deleting a Marker

To delete a marker, follow the steps below.

1. Right click on the **marker**. A delete confirmation dialog will display.



2. Select the **OK** button to delete the marker from the map, or select the **Cancel** button to abort the operation.

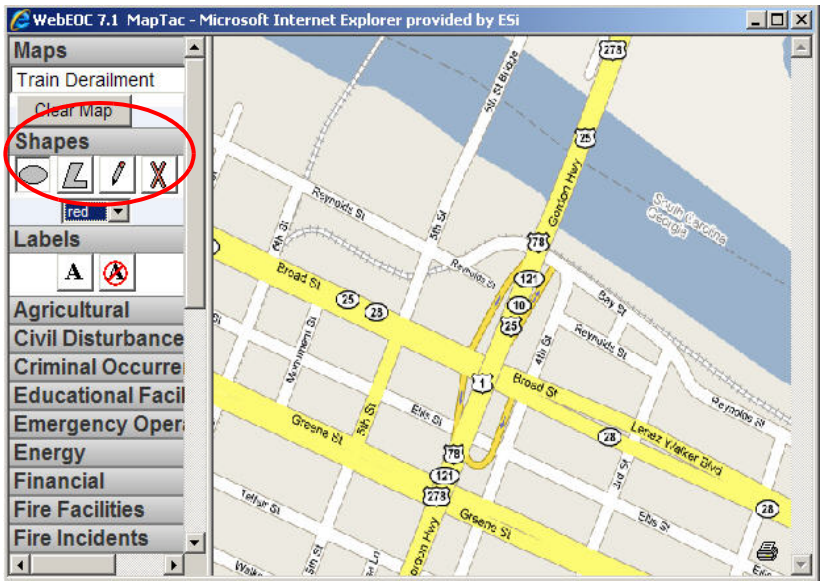
Drawing and Placing Shapes on a Map

Shapes are useful to highlight specific locations or areas on a map. This tool is particularly useful to show areas that have been affected by an incident. A user can draw, resize and place either an ellipse, polygon or a line anywhere on a map. Shapes can be highlighted with one of the three transparent colors red, green or blue.

Users that have "read-only" permissions will not be able to add shapes to a map.

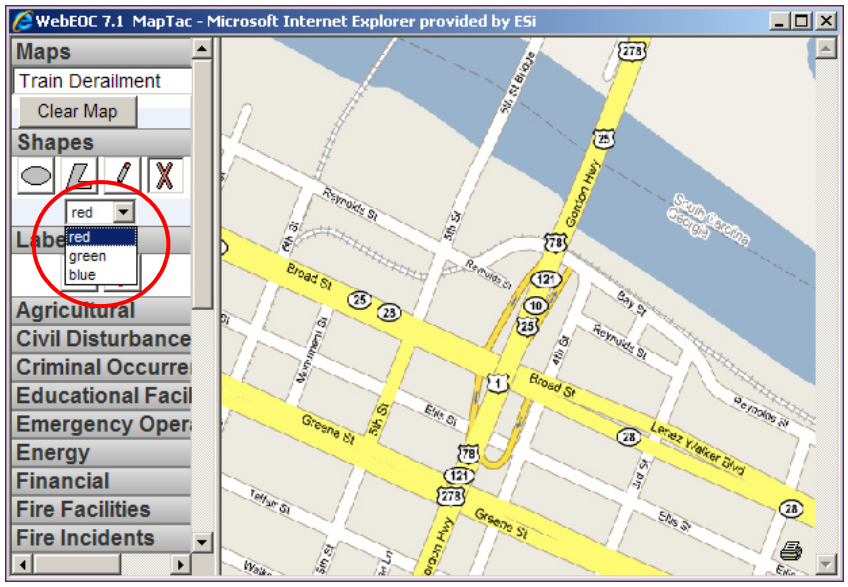
To draw and place a shape on a map, follow the steps below.

1. Select the **Shapes** tab to display the shape palette.



2. Select the desired **shape** button from the shape palette.

3. Select the **color** from the drop-down list.

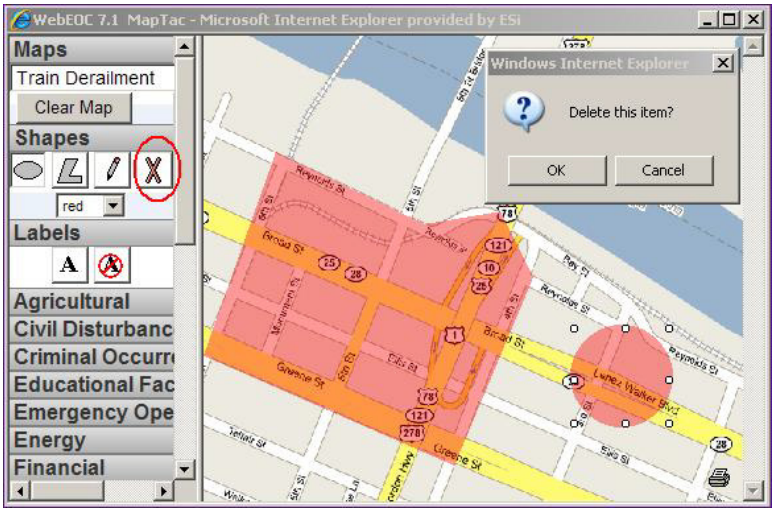


Deleting a Shape

To delete a shape, follow the steps below.

1. Right click the **shape**. A delete confirmation dialog will appear.

2. Select the **OK** button to delete the shape from the map, or select the **Cancel** button to abort the operation.



Note: You can also select the **delete** icon in the *Shapes* palette, and select the shape you want to delete.

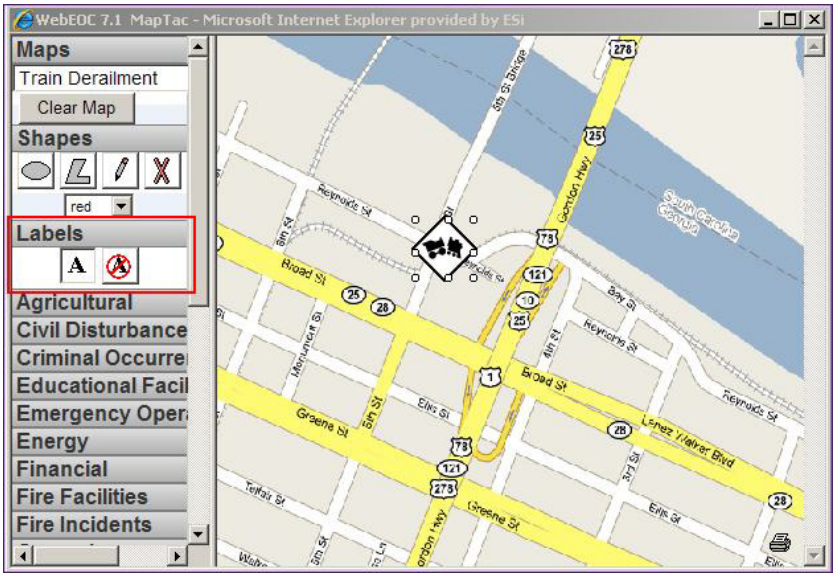
Adding a Label to a Marker

Labels can be added to any of the available markers. However labels cannot be added to shapes.

Users with “read-only” permissions will not be able to add labels to a map.

To add a label to a marker follow the steps below.

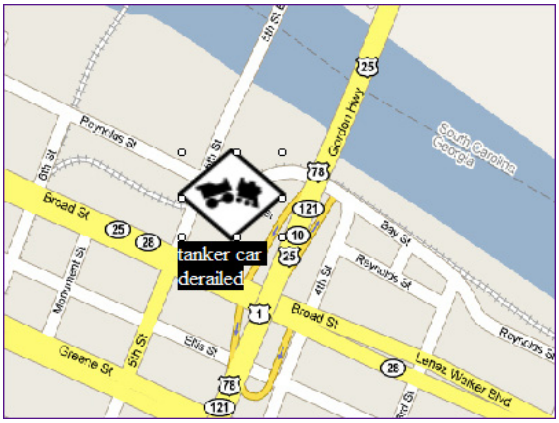
1. Select the **Labels** tab to display the label palette.



2. Select the **Set Label** button to add a label.

3. Select the **marker** to be labeled. The label text prompt will display.

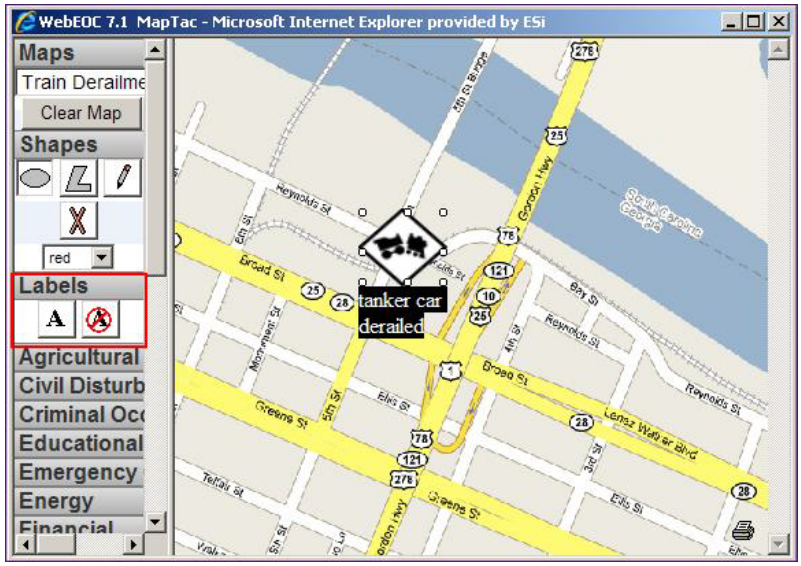
4. Enter the **text** for the label, and select the **OK** button. The label will appear under the marker.



Clearing a Label on a Marker

To clear a label on a marker, follow the steps below.

1. Select the **Labels** tab to display the label palette.

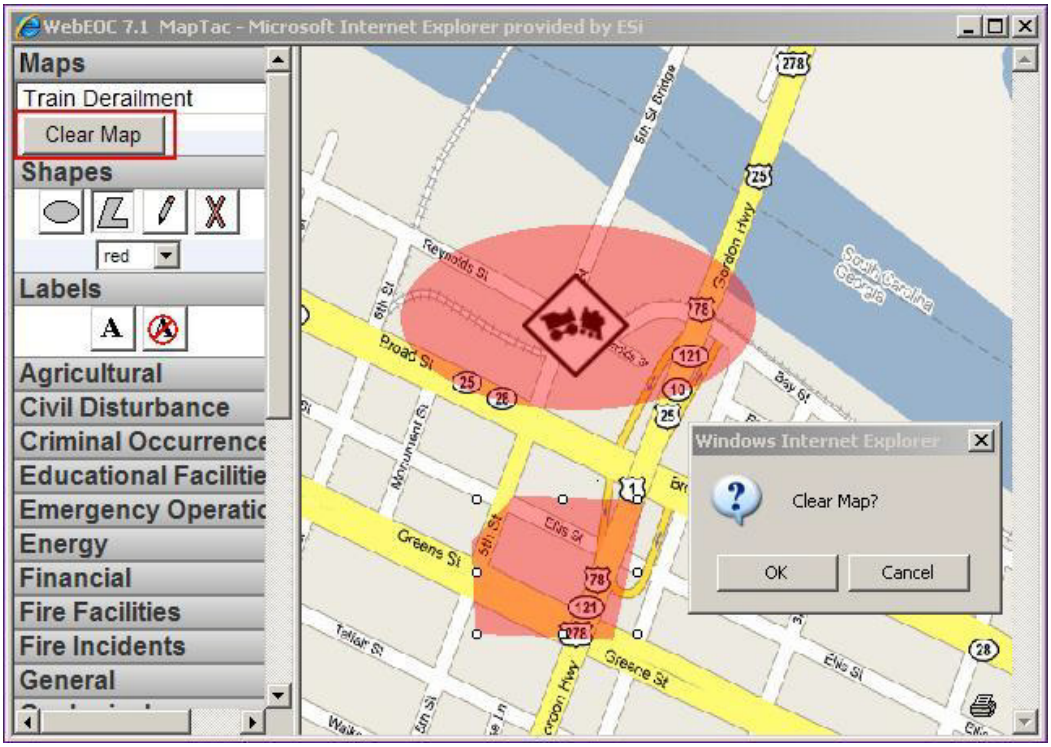


2. Select the **Clear Label** button.

3. Select the **marker** that you want to remove the label.

Clearing All Items from a Map

To clear all shapes, markers, and labels from a map, select the **Clear Map** button.



A confirmation window will appear. Select the **OK** button to clear all shapes, markers, and labels from the map. Select the **Cancel** button to abort the operation and return to the map.

NWS Weather Alerts

About NWS

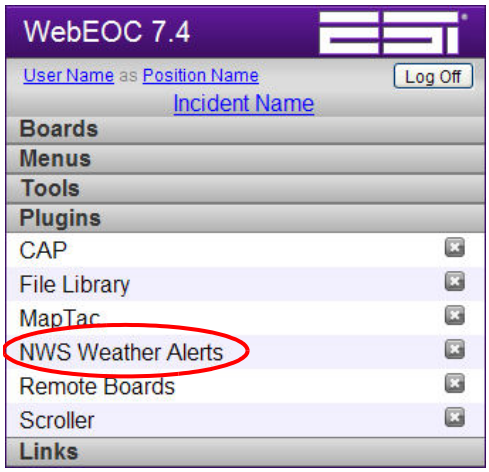
WebEOC provides direct access to National Weather Service (NWS) watches, warnings, and advisories for all states, counties and territories. Weather radar maps can be accessed by going directly to http://weather.gov/.

NWS alerts do not automatically refresh as new watches, warnings, and advisories are issued. To display the latest advisory for a particular State/Territory, users must repeat the process for Accessing and Viewing NWS Alerts, or hold down the "Ctrl" and "r" to refresh the window.

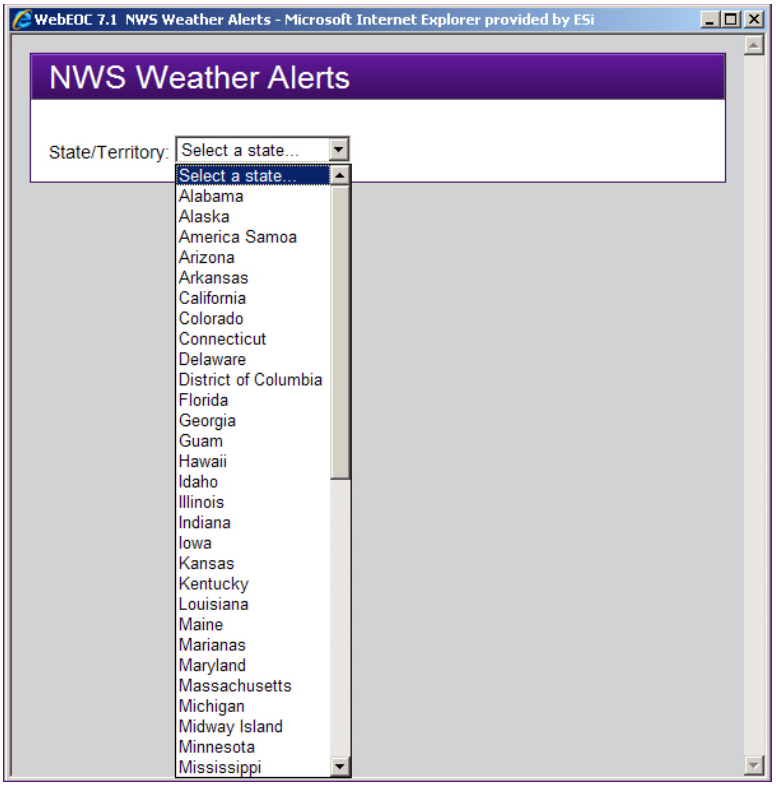
Accessing and Viewing NWS Alerts

To access and view NWS Alerts, follow the steps below.

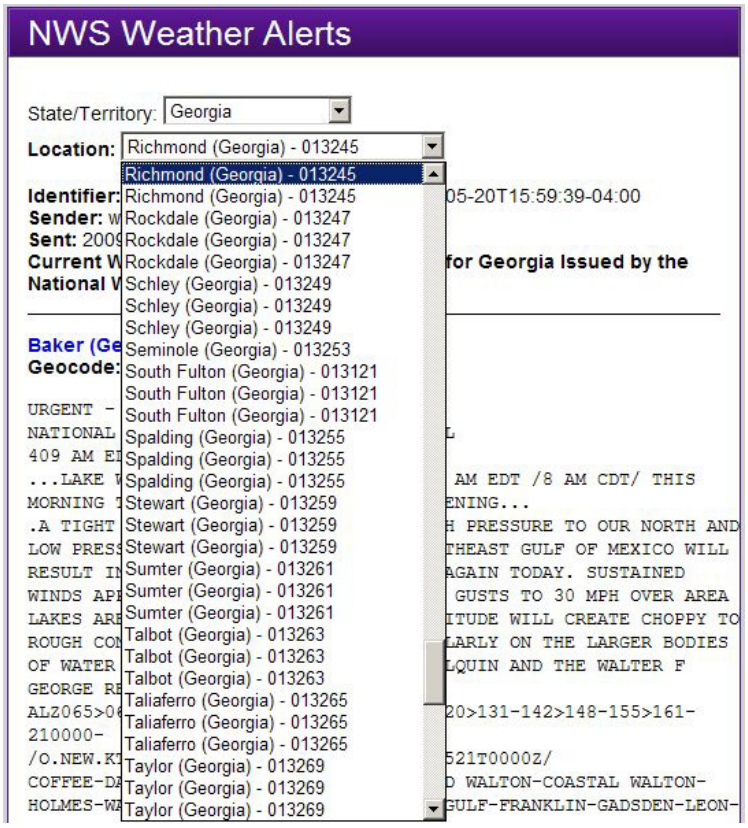
1. Select **NWS Weather Alerts** from the *Plugins* section on the *Control Panel*.



2. Select the desired **state** or **territory** (region) from the *State/Territory* drop-down list. All the NWS Weather Alerts for the state or territory selected will be displayed.



3. Select the desired **location** from the *Location* drop-down list. The alert for the selected location will display. Only locations with active warnings, watches, or alerts will appear in this list.



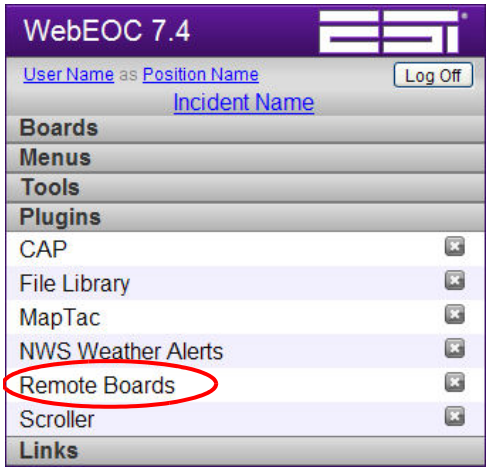
Note: You may print the board in its display format by right-clicking on the board window, and selecting the *Print* button.

Remote Boards

If your group permissions allow, you may see a link in the *Plugins* section of *Control Panel* labeled *Remote Boards*. *Remote Boards* allow users on one instance of WebEOC to access boards hosted on a different WebEOC system (such as an instance in a neighboring county).

The use of remote boards allows all WebEOC instances to view the same set of data from the same board. Everyone has all the information available to them and a common operational picture is maintained.

On the *Control Panel*, remote boards are grouped together under a single link called *Remote Boards* in the *Plugins* section of the *Control Panel*. When the *Remote Boards* link is selected, a window will open containing a list of remote boards.



Remote boards are used in the same way as other boards residing on a user's *Control Panel* — users can add, edit, view, sort, and filter data as determined by the permissions allowed at the board owner and local server levels — provided that the WebEOC system hosting the board is accessible.

It is important to note that remote boards differ from local boards in that remote board displays do not refresh automatically. Refresh is on a timed interval that can take up to 60 seconds to execute.

Users logged directly in to the owner server and viewing the same board will see automatic refreshes.

When a remote board is not accessible (i.e., you do not have connectivity to the host), or if the incident you are logged in to on your WebEOC has not been mapped by an administrator on the host system, you will receive an advisory. When this occurs, contact your WebEOC administrator.

Scroller

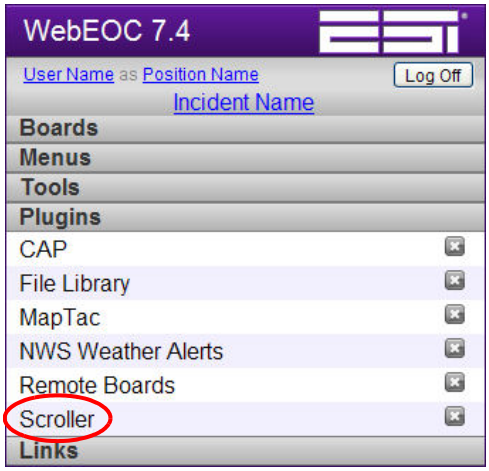
WebEOC scroller allows you to view data from multiple boards in one window on a timed interval. This is useful if you do not have sufficient room to project all of the boards used to manage an emergency or you want the ability to continuously view a summary of data.

Only administrators can configure the board set and set and adjust the time interval.

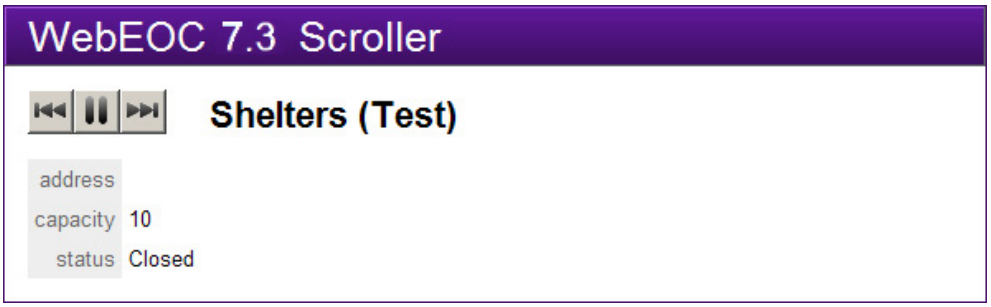
Using Scroller

To use *Scroller*, follow the steps below.

1. Select **Scroller** from the *Plugins* section on the *Control Panel*.



2. In the *Scroller* window, select the **Scroller** controls you need.



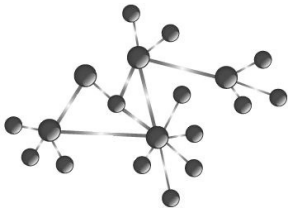
Back — The *Back* button returns you to the previous board. This action automatically pauses the scroller and changes the Pause button to a Play button.

Play — To reinstate the scroll feature, select the *Play* button.

Pause/Play — The *Pause* button allows the user to either stop the scrolling action so that a specific board's data may be reviewed in more detail or restart the play feature.

Forward — The *Forward* button manually advances to the next board in succession. This action automatically pauses the scroller and changes the *Pause* button to a *Play* button.

Chapter 7: Links

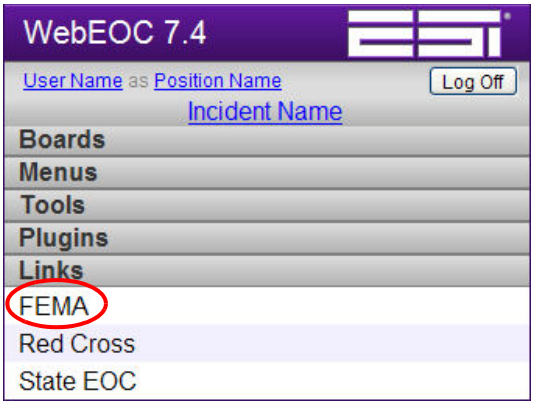


Introduction

The *Links* feature allows you to access a system, a Web site, or a particular file. The items listed in the *Links* section on the *Control Panel*, typically open a new window. Talk to your WebEOC administrator for any additional links you need.

Links

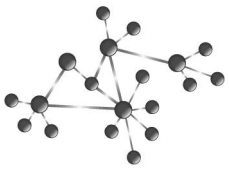
External Web sites can be accessed via the *Links* section on your *Control Panel*. A limitless number of links can be added. To access *Links,* select the **link name** in *Links* section on the *Control Panel*.



The Web site will open in a new window. The links available to you are determined by your administrator.

FEMA
Mobile Resources | Contact Us | A-Z Index | FAQs | Español | Additional Languages
Search
Go
Advanced Search
Blog
Photos
Videos
Email Updates
Home
Plan & Prepare
Recover & Rebuild
Apply for Assistance
Disasters & Maps
FEMA Audiences
About FEMA
News & Media
Are you prepared?
Include items for your pet in your kit
Home fire prevention tips and safety tips for a winter storm, earthquake or tornado
Text PREPARE to 43362 (4FEMA) to receive monthly preparedness tips via text message
Flood risks and flood insurance
Ready
Are you a disaster survivor?
3 Step Guide for Assistance
- Apply Online or at m.fema.gov
- Call (800) 621-3362 / TTY (800) 462-7585
State Disaster pages: Vermont, Texas, Massachusetts, Connecticut, New Jersey, New York, & Pennsylvania
Report disaster fraud / Recovery tips
Find a Disaster Recovery Center to speak with a FEMA representative in person
DisasterAssistance.gov
Featured Content
Blog: A Long Overdue Policy Change to Recognize the Sovereignty of Tribal Governments
National Preparedness System Description of Presidential Policy Directive 8 (PPD 8). Announcement from Admin. Fugate
National Disaster Recovery Framework
In the News: Experts Discuss How to Make Emergency Planning Fully Inclusive
The FEMA Think Tank

Chapter 8: Pocket PC Support



Introduction

WebEOC supports limited functionality on handheld devices and smartphones that use the Windows Mobile® 5.0 and the Blackberry® 4.2.1 operating systems. This interface allows users to employ basic functionality in boards, messages, checklists, and contacts.

Functionality available through this interface is outlined below.

- Edit and view boards
- Create, send, and view messages
- Add, edit, view, and search contacts
- View and update checklists

Note: While WebEOC plug-ins to which the user has permissions will appear on his or her *Control Panel* (e.g., MapTac, Calendar, Resource Manager, etc.), plug-in functionality is not supported in the hand-held environment.

Supported Operating Systems

WebEOC is compatible with the following mobile devices.

- BlackBerry OS v6 and later
- Apple iPhone iOS 4 & 5
- Apple iPad
- Android 2.1, 2.2, and 3.1

Using WebEOC on a Pocket PC

To use WebEOC on your pocket pc, follow the steps below.

1. Access your Web browser and navigate to the WebEOC 7.4 URL. WebEOC will automatically display the *WebEOC Login* window.

2. Enter your **user name** in the *User* field and **password** in the *Password* field. As you enter your password, it will appear as a series of dots.

3. Select your **position** and **incident**, and select the **Ok** button.

4. On the *Control Panel*, you can use any board as you normally would.
   a. To view a board, select the **Display** link to the right of the board.

   b. To update an entry, select the applicable **record** in the board.

   c. To add a new entry, select the **Add** link to the right of the board, and enter the information.

   d. To navigate back to the *Control Panel*, select the **Back to Control Panel** link in the window.

5. To exit WebEOC, select the **Log Off** link.

Available Functionality

Board Functions

The following board functions are available.

- Filtering board entries
- Sorting board entries
- Remote boards
- Dual commit
- Data linking

Chat

All standard functions of the *Chat* feature are available for mobile devices.

Checklists

Normal *Checklist* functionality available from a PDA includes the following.

- Viewing checklists
- Updating checklist steps

Contacts

Available functionality in the *Contacts* plug-in from a PDA includes the following.

- Adding and editing contacts
- Searching contacts

File Library

All standard functions of the *File Library* are available for mobile devices.

Messages

Available functionality in the *Messages* plug-in in a PDA environment includes the following.

- Creating and sending messages inside WebEOC.
- Sending e-mail outside WebEOC
- Sending attachments

E-mails can only be sent from WebEOC if this feature is properly configured. Also, replies to WebEOC messages can only be made from within the WebEOC application.

Plug-ins

While WebEOC plug-ins will appear on the *Control Panel* (e.g., *MapTac*, *Calendar*, *Resource Manager*, etc.), plug-in functionality is not supported in the hand-held environment.

WebEOC Help

On the *Control Panel* in the *Tools* section, select the *WebEOC Help* link to access the help file system.